

London Organising Committee of the
Olympic Games and Paralympic Games Limited



London 2012

Arrivals and Departures system user guide

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1 Introduction to arrivals and departures

1.1

Purpose of the manual

This manual has been prepared by the London Organising Committee of the Olympic Games and Paralympics Games (LOCOG) to assist you and your Responsible Organisation in submitting your delegations' arrivals and departures information for the London 2012 Olympic Games.

All organisations participating in the London 2012 Games must inform LOCOG of their arrivals and departures information to assist with planning for appropriate services.

1.2

Arrivals and departures information

Your organisation's arrivals and departures information needs to include details of how your delegates are to arrive and depart, to and from the Games. This will include mode of transport, travel dates and times, accompanying baggage allocations and wheelchair user advice. We will use this information to plan for your arrivals and departures services, working with internal and external stakeholders, to ensure that your arrivals and departures experience is as smooth and efficient as possible.

1.3

General guidelines

Your organisation is responsible for advising the arrivals and departures information for each member of your delegation as soon as possible, and no later than 1 July 2012. This will allow LOCOG, and any relevant stakeholders, the time to plan appropriate services including accreditation validation, transport, logistics, meet & greet services, and other services required for Olympic Family members.

LOCOG Arrivals and Departures team strongly recommends electronic submission of all arrivals and departures information.

If you have any queries about arrivals and departures for London 2012, please email A&D@London2012.com

1.4

Arrivals and departures information timeline

Date	Action
15 January 2012	User Account Application Form deadline for submission
From 27 December 2011	Access to the Arrivals and Departures System (ADS) within two weeks of LOCOG's receipt of a completed User Account Application Form
1 July 2012	Arrivals and departures information deadline for submission
16 July 2012 – 15 August 2012	Full arrivals and departures services in operation

While the data submission deadline is 1 July, please inform LOCOG of all changes beyond this date.

Please note, however, that while LOCOG will endeavour to provide support, if changes are made within 48 hours of travel, this cannot be guaranteed.

2 Submitting arrivals and departures information

There are three ways to provide arrivals and departures information:

- online, via the Arrivals and Departures System (ADS)
- spreadsheet (Microsoft Excel)
- manual form

2.1

Submitting information online via the Arrivals and Departures System (ADS)

The ADS is the web-based programme that has been developed especially for the planning and management of all London 2012 arrivals and departures.

All Responsible Organisations are strongly encouraged to provide their arrivals and departures data via the web-based ADS, which has been especially designed to make the process of providing data as smooth and simple as possible. Only where access to the web-based ADS is not possible should the manual form be completed for accredited participants.

Before accessing the ADS, organisations are required to complete the User Account Application Form, so that a username and password can be provided. Each organisation is limited to one username and password, however this can be shared with others, and more than one individual can use this login at one time.

Only organisations that have completed the User Account Application Form, to request a username and password, will have access to the online Arrivals and Departures System (ADS). The ADS can be accessed either through a link on the London 2012 Exchange (the official London 2012 extranet), or directly through the dedicated web address: <https://arrivalsanddepartures.london2012.com/LOGIN.html>

Responsible Organisations will only be able to view records related to their own accredited delegates.

For ease of data entry, we will automatically import delegate information from the Accreditation System, and associated accommodation information from the Accommodation System. Flight timetables are also available in ADS, in order to minimise the data entry required. This means that if you are entering in travel details for flights, you will only need to enter the relevant date and flight number, and to check that any automatically imported flight information is correct.

More information about how to access and enter data into the system will be provided to users upon receipt of their User Account Application Form.

2.2

Submitting information via spreadsheet (Microsoft Excel)

Arrival and departure data can be provided to LOCOG as a Microsoft Excel spreadsheet.

A template which includes all required fields is available to download from the ADS, on the Exchange or by emailing A&D@London2012.com

Organisations are required to continue to provide updated information to LOCOG even after submitting the spreadsheet. Please note that the entire data file (spreadsheet) should be sent to LOCOG when updating information, as opposed to only sending the amended details.

Alternatively, changes can be managed directly by the Responsible Organisation, within the ADS.

2.3

Submitting information via manual form

The Arrival and Departure Manual Form is available on the Exchange, or upon request from A&D@London2012.com

Only where access to the web-based Arrivals and Departures System is not possible should the manual form be completed.

In order to assist LOCOG's planning for services, Responsible Organisations are required to complete the form and send to LOCOG Arrivals and Departures as soon as travel details are known, and continue to forward any changes to LOCOG using the contact details on the form.

3 Accommodation/ arrivals and departures help desk

A help desk for all accommodation and arrivals & departures queries will operate from 25 June to 14 September 2012.

As well as accommodation matters, help desk staff are available to answer any questions you may have in relation to your arrivals and departures services, they can also make late changes to the ADS on your behalf. Please make every effort to advise the help desk should your arrivals and departures travel change at short notice, for example a missed flight connection into London, so to assist LOCOG in the efficient planning of your services.

To contact the help desk, please call +44 (0) 30 2012 2019 or fax +44 (0) 20 7673 9898. The help desk is open from 7am–11pm.

4 Logging into the Arrivals and Departures System (ADS)

Responsible Organisations should nominate one individual to be responsible for supplying arrivals and departures data. Once their account has been created, this person will receive one email confirming their username and password.

You may choose to share the username and password with others, and more than one individual can access the ADS using this login at any one time.

4.1

Logging in for the first time

You can save the ADS web address (<https://arrivalsanddepartures.london2012.com/LOGIN.html>) into your internet favourites or bookmark folder in your web browser so the site can be easily accessed.

Once you enter this web address into your internet browser you will be directed to the login screen as shown in figure 1. Enter your registered email address, and then your password, as provided in the email.

The ADS defaults to English, however if you wish to access the French version, select **Francais** before entering your login details.

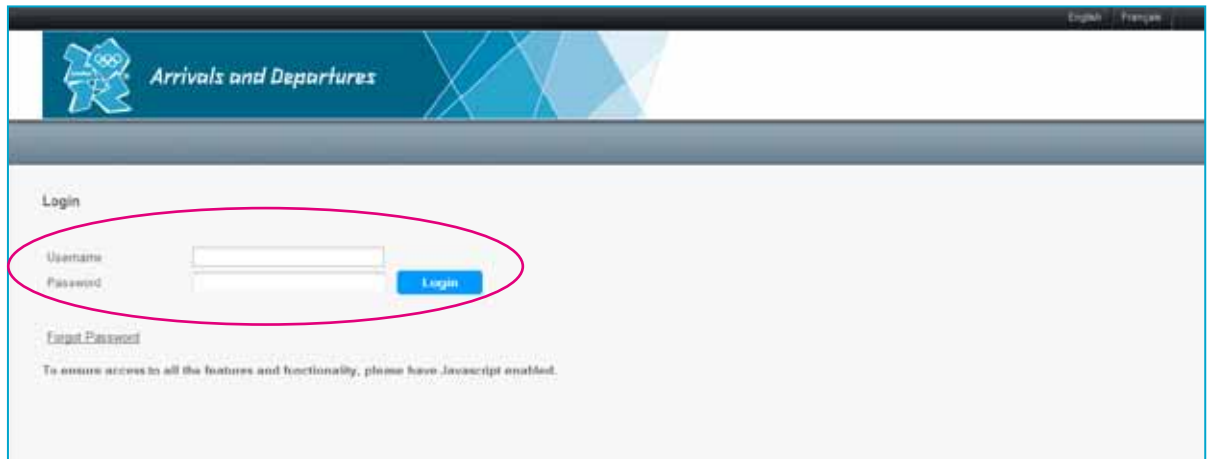


Figure 1: ADS login

When you first log in, you will be asked to agree to LOCOG's terms and conditions for use of the ADS.

If you **Decline** the terms and conditions, a pop-up window will display advising that you have been declined access to the portal. Select **OK**, and you will be taken back to the original login page. To use the ADS, you will need to **Accept** the terms and conditions.

After logging in for the first time, you will be asked to change your password.

To change your password, enter the password provided by LOCOG, then enter a new password, ensuring that it contains only alphanumeric characters and is between 6–10 characters in length, and includes at least one number and one upper case letter.

4.2

Accessing both Olympic and Paralympic data

If you are the nominated representative that is responsible for the arrivals and departures data for both the Olympic and Paralympic Games, and LOCOG have been advised as such, it is possible to access both sets of data using the same login.

Switch between Games data by selecting Olympic Games or Paralympic Games in the top left-hand corner of the ADS (see figure 2).

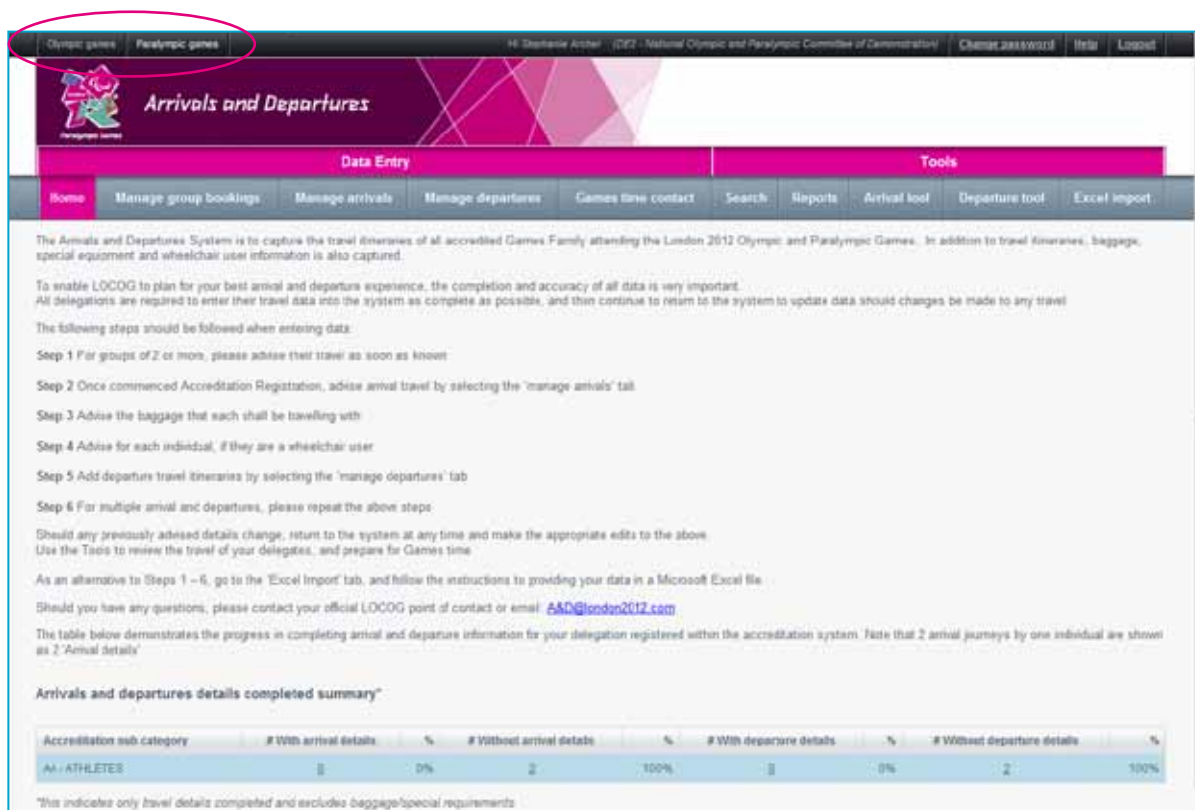


Figure 2: Switching between Olympic Games and Paralympic Games data

4.3

Changing your password

To change your password at any time, please select the Change password link and follow the same instructions as in section 4.1 **Logging in for the first time**.



Figure 3: Change password

4.4

Forgotten password

If you forget your password, follow the **Forgot Password** link on the login page.

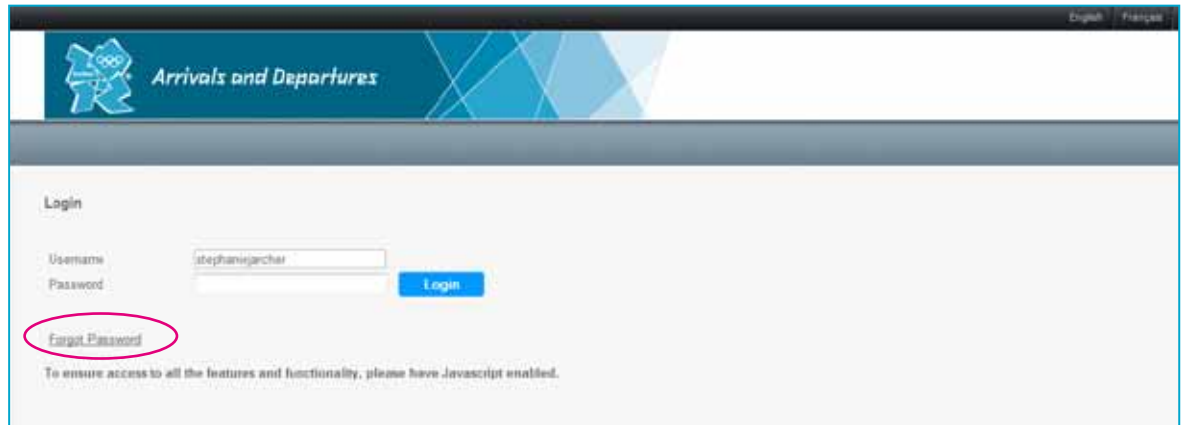


Figure 4: Forgot password (a)

From the Forgot Password screen, enter your registered email address, then Submit, and an email will be sent to you confirming your password.

5 Home page

After logging in, you will be taken to the **Home** page.

The screen displays a number of selectable tabs in grey that are separated into two groups: **Data Entry** and **Tools**.

Data Entry includes the sections that you are required to enter arrivals and departures data in.

Tools includes sections that assist with the completion of your data, such as a **Search** function and **Reports**. These sections are non-essential and are offered as a means of assistance.



Figure 5: ADS Home page

The **Home** page includes instructions on how to complete your data. A table, the **Arrivals and departures details completed summary**, towards the bottom of the page, shows the level of progress that has been made with your arrivals and departures data entry.

The screenshot shows the main content area of the Home page. It contains several paragraphs of instructions on how to use the system, including steps for entering data and a note about using the 'Excel Import' tab. Below the instructions is a table titled 'Arrivals and departures details completed summary*'. The table has 8 columns: Accreditation type/category, # With arrival details, %, # Without arrival details, %, # With departure details, %, and # Without departure details. The table lists four categories: Athletes, AC - Chefs & Attaches, Team Officials, and NOC - Prescriptions. The 'Athletes' row is circled in red. Below the table is a footnote: '*This indicates only travel details completed and excludes baggage/special requirements'.

Figure 6: Home page and data entry progress

6 General tips

6.1

Completing your data

When entering data for groups of two or more, first add their travel details within the **Manage group bookings** tab.

Once you have started registration for accreditation, individual delegate records will automatically import from the Accreditation System into the ADS, and will list in both **Manage Arrivals** and **Manage Departures**. This information will also be entered in the Arrivals and departures completed summary table on the bottom of the **Home** page, as shown in figure 6.

It is recommended that you continue to add travel details to **Manage group bookings**, where a group of two or more are travelling, and then as a second step 'allocate' the delegates to these group bookings by selecting the individuals from the **Manage Arrivals** and **Manage Departures** tabs and then add the relevant travel; see sections 7 and 8.

Where travel has not previously been added under **Manage group bookings**, this can be added under the **Manage Arrivals** and **Manage Departures** tabs, however they will not be considered as a group booking, and will not display as a choice when adding future delegates' travel.

Travel details for individuals travelling alone should be added under the **Manage Arrivals** and **Manage Departures** tabs.

Baggage and wheelchair user/mobility advice is added to each individual from the **Manage Arrivals** and **Manage Departures** tabs.

Should any previously advised details change, return to the system at any time and make the appropriate edits to the above.

Use the Tools to review the travel of your delegates, and prepare for the Games.

6.2

Quick reference help guide


The quick reference help guide can be accessed at any time by selecting the **Help** link at the top of the page. This guide offers advice on how to use the ADS.



Figure 7: Help

6.3

Hover buttons

Hovering your mouse over the  symbol, which is shown throughout the ADS, will display additional information to help you complete that particular section.

7 Manage group bookings

When your organisation is given access to the ADS, you may not know who your individual delegates will be. However, you may have made a booking, or plan on making a booking for delegates, with an airline or Eurostar.

To assist with LOCOG's planning, Responsible Organisations are requested to enter the details of these bookings via the **Manage group bookings** tab.

Once the members of your delegation are known, the quickest and easiest way to add travel data to the system is to first add a group booking, and then allocate individuals under **Manage arrivals** and **Manage departures**.

A **group** is defined as two or more people travelling together to the same accommodation.

7.1 Adding a group booking

To add a group booking, click on the **Manage group bookings** tab.

If you have not yet added group data, both the Arrivals and Departures tables will display with no data, as shown in figure 8.

The screenshot shows the 'Arrivals and Departures' system interface. At the top, there's a navigation bar with 'Olympic games', 'Paralympic games', and a user profile 'IN Stephanie Archer - LOCOG - National Olympic and Paralympic Committee of Great Britain'. Below this is a 'Data Entry' section with tabs: 'Home', 'Manage group bookings' (highlighted with a red circle), 'Manage arrivals', 'Manage departures', 'Games time contact', 'Search', 'Reports', 'Arrival tool', 'Departure tool', and 'Excel import'. The main content area has a heading 'Manage Group Bookings is for the recording of groups of 2 or more' and instructions: 'To enable LOCOG to best plan for Arrivals and Departures, delegations are requested to advise group bookings, once either planned or confirmed. For example, a delegation may reserve 100 seats with a chartered airline. In addition to adding group arrival and departures, delegates are requested to advise their average pieces of standard sized baggage per person. Note that large and special baggage is recorded not here, but within Manage Arrivals and Manage Departures.' Below this are two sections: 'Arrivals' and 'Departures'. Each section has a 'Group bookings' label, an 'Add New' button, and a text input for 'Average pieces of standard sized baggage per person' with a 'Save' button. Each section also has a table with columns: 'Mode of transportation', 'Departure date', 'Departing from', 'Arrival date', 'Arriving to', 'Carrier', 'Flight/Train #', 'Seats booked / planned', 'Seats allocated', and 'Action'.

Figure 8: Manage group bookings

For either arrivals or departures, click on the **Add New** button to make a group booking.

From the drop-down list under **Mode of transport**, select either **Air – Scheduled or Commercial Flight**, **Air – Charter or Private Flight**, or **Ground – Eurostar Train**.

If one of these does not apply, then select from **Ground – Arriving from outside the UK**, or **Ground – Arriving from within the UK**.

Ground – Arriving from outside the UK, is for those travelling by sea and road from continental Europe.

Ground – Arriving from within the UK, is for those travelling by rail or road, departing from a point within the UK.

If travelling by domestic airline, please use the **Air - Scheduled or Commercial Flight**, **Air - Charter** or **Private Flight** option.

Complete the fields as appropriate to the mode of transport selected, as detailed in the following sections 7.2 through to 7.9.

7.2

Adding a group booking, travelling by Air – Scheduled or Commercial Flight

If travelling on a scheduled or commercial flight, select **Air – Scheduled or Commercial Flight** from the Mode of transport drop-down list.

Enter only the data that relates to the final flight into London; for example, if flying on two different flights, such as flight one = Sydney to Hong Kong, and flight two = Hong Kong to London Heathrow, only enter the date and flight number that relates to the Hong Kong to London Heathrow journey.

As the system contains a database of all scheduled flights entering the UK for the period of the Games, if a known flight is entered, the system will automatically populate the remaining fields for this journey.

Enter the departure date, and then the flight number, then click away from the fields and the remaining flight data fields will automatically populate as in figure 9.

The screenshot shows the 'Add group booking - Arrival' form in a web application. The 'Mode of transport' dropdown is set to 'Air: Scheduled or Commercial Flight'. Below this, a note states: 'Scheduled or Commercial Flight is to be completed when arriving by scheduled international or domestic flight'. The 'Arrival flight (last sector only)' section contains the following fields: 'Departure date' (16 Jul 2012), 'Flight number (e.g. BA123)' (BA38), 'Airline' (BRITISH AIRWAYS), 'Departure airport' (BEIJING), 'Arrival airport' (LONDON HEATHROW), 'Arrival terminal' (5), 'Arrival date' (16 Jul 2012), 'Arrival time (e.g. 1430)' (1500), 'Number of seats booked/planned' (empty), and 'Opt out of LOCOG transfer' (No). A red oval highlights the 'Arrival airport' and 'Arrival terminal' fields. The 'Save' and 'Cancel' buttons are at the bottom right.

Figure 9: Air: Scheduled or Commercial Flight – flight data

Enter the number of seats booked or expected to be booked with the airline.

If choosing to make your own way from the airport to your accommodation, please select **Yes** to **Opt out of LOCOG transfer** to indicate that you are opting out of LOCOG provided transport services to your accommodation (where LOCOG transport services are officially available). Examples include where an organisation's entourage may choose to meet a delegation and provide their own transport. See figure 10 below.

The screenshot shows the 'Add group booking - Arrival' form. At the top, there are tabs for 'Home', 'Manage group bookings', 'Manage arrivals', 'Manage departures', 'Games time contact', 'Search', 'Reports', 'Arrival tool', 'Departure tool', and 'Excel import'. The 'Manage group bookings' tab is selected. Below the tabs, there is a section titled 'Add group booking - Arrival'. It contains a dropdown menu for 'Mode of transport' set to 'Air: Scheduled or Commercial Flight'. Below this, there is a section for 'Arrival flight (last sector only)' with fields for 'Departure date' (16 Jul 2012), 'Flight number (e.g. BA123)' (BA38), 'Airline' (BRITISH AIRWAYS), 'Departure airport' (BEIJING), 'Arrival airport' (LONDON HEATHROW), 'Arrival terminal' (5), 'Arrival date' (16 Jul 2012), and 'Arrival time (e.g. 1430)' (1500). There is also a field for 'Number of seats booked/expected' which is empty. At the bottom of the form, there is a field 'Opt out of LOCOG transfer' with a dropdown menu set to 'Yes'. This field and the 'Save' button are circled in red. The 'Save' button is located at the bottom right of the form.

Figure 10: Opt out of LOCOG transfer

To finish the group booking, click on the **Save** button.

After saving, the website will redirect to the original **Manage group bookings** page, and the new group booking will have been added to the table on the **Manage group bookings** page (see figure 11 below).

Manage Group Bookings is for the recording of groups of 2 or more.

To enable LOCOG to best plan for Arrivals and Departures, delegations are requested to advise group bookings, once either planned or confirmed. For example, a delegation may reserve 100 seats with a chartered airline.

In addition to adding group arrival and departures, delegates are requested to advise their average pieces of standard sized baggage per person. Note that large and special baggage is recorded not here, but within Manage Arrivals and Manage Departures.

Arrivals

Group bookings: [Add New](#) / Average pieces of standard sized baggage per person: [Save](#)

Mode of transportation	Departure date	Departing from	Arrival date	Arriving to	Carrier	Flight/Train #	Seats booked / planned	Seats allocated	Action
Air: Scheduled or Commercial Flight	16 Jul 2012	BEIJING	16 Jul 2012	LONDON HEATHROW	BRITISH AIRWAYS	BA38	40	0	Edit Remove

Departures

Group bookings: [Add New](#) / Average pieces of standard sized baggage per person: [Save](#)

Mode of transportation	Departure date	Departing from	Arrival date	Arriving to	Carrier	Flight/Train #	Seats booked / planned	Seats allocated	Action
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Figure 11: Results displayed in Group bookings table (a)

7.3

Adding a group booking, Air – Charter or Private Flight

When travelling by an aircraft that is a private or chartered flight, this data will not be available as a timetable within the system and will need to be added within Air – Charter or Private Flight.

From the **Mode of transport** drop-down list, select **Air – Charter or Private Flight**.

Add the departure date and flight details within the appropriate fields (see figure 12 below).

Data Entry **Tools**

Manage group bookings **Manage arrivals** **Manage departures** **Games time contact** **Search** **Reports** **Arrival tool** **Departure tool** **Excel import**

Add group booking - Arrival

From the drop down list below, select either Air: Scheduled or Commercial, Air: Chartered or Private or Ground: Eurostar.
If one of these does not apply, then select from Ground: Arriving from outside the UK or Ground: Arriving from within the UK.
Ground: Arrival from outside the UK, is for those travelling by sea and road from Continental Europe.
Ground: Arrival from within the UK, is for those travelling by rail or road departing from a point within the UK.
If travelling by domestic airline, please use the Air: Scheduled or Commercial or Air: Chartered or Private option.

Mode of transport: **Air - Charter or Private Flight**

Charter or Private Flight is to be completed when arriving by chartered or private international or domestic flight.
Note that the Flight number can be the Registration Number, if more appropriate, and the Arrival Terminal can be left blank if not known.

Arrival flight (last sector only)

Departure date: 20 Jul 2012

Flight number (e.g. BA123): TT12345

Airline: TT PRIVATE AIRLINES

Departure airport: PARIS - CHARLES DE GAULLE Code: CDG

Arrival airport: STANSTED (LONDON) Code: STN

Arrival terminal: 14A

Arrival date: 20 Jul 2012

Arrival time (e.g. 1430): 1230

Number of seats booked/planned: 1

Opt out of LOCOG transfer: Yes

Save **Cancel**

Figure 12: Air: Charter or Private Flight – flight data

Enter the number of seats booked, or expected to be booked, with the airline.

If choosing to make your own way from the airport to your accommodation, please select **Yes** to **Opt out of LOCOG transfer** to indicate that you are opting out of LOCOG transfer (where LOCOG transport services are officially available). Examples include where an organisation's entourage may choose to meet a delegation and provide their own transport (see figure 13 below).

Data Entry **Tools**

Home **Manage group bookings** Manage arrivals Manage departures Games time contact Search Reports Arrival tool Departure tool Excel import

Add group booking - Arrival

From the drop down list below, select either Air: Scheduled or Commercial; Air: Chartered or Private; or Ground: Eurostar. If one of these does not apply, then select from Ground: Arriving from outside the UK or Ground: Arriving from within the UK. Ground: Arriving from outside the UK, is for those travelling by sea and road from Continental Europe. Ground: Arriving from within the UK, is for those travelling by rail or road departing from a point within the UK. If travelling by domestic airline, please use the Air: Scheduled or Commercial or Air: Chartered or Private option.

Mode of transport:

Charter or Private Flight is to be completed when arriving by chartered or private international or domestic flight. Note that the Flight number can be the Registration number, if more appropriate, and the Arrival Terminal can be left blank if not known.

Arrival flight (last sector only)

Departure date:

Flight number (e.g. BA123):

Airline:

Departure airport: Code:

Arrival airport: Code:

Arrival terminal:

Arrival date:

Arrival time (e.g. 14:30):

Number of seats booked/planned:

Opt out of LOCOG transfer:

Save **Cancel**

Figure 13: Opt out of LOCOG transfer

To finish the group booking, click on the **Save** button.

After saving, the website will redirect to the original **Manage group bookings page**, and the new group booking will have been added to the table (see figure 14 below).

Data Entry **Tools**

Home **Manage group bookings** Manage arrivals Manage departures Games time contact Search Reports Arrival tool Departure tool Excel import

Manage Group Bookings is for the recording of groups of 2 or more.

To enable LOCOG to best plan for Arrivals and Departures, delegations are requested to advise group bookings, once either planned or confirmed. For example, a delegation may reserve 100 seats with a chartered airline.

In addition to adding group arrival and departures, delegates are requested to advise their average pieces of standard sized baggage per person. Note that large and special baggage is recorded not here, but within Manage Arrivals and Manage Departures.

Arrivals

Group bookings: **Add New** Average pieces of standard sized baggage per person:

Mode of transportation	Departure date	Departing from	Arrival date	Arriving to	Carrier	Flight/Train #	Seats booked / planned	Seats allocated	Action
Air: Scheduled or Commercial Flight	16 Jul 2012	BEUSING	16 Jul 2012	LONDON HEATHROW	BRITISH AIRWAYS	BA38	40	0	Edit Remove
Air: Charter or Private Flight	20 Jul 2012	PARIS - CHARLES DE GAULLE	20 Jul 2012	STANSTED (LONDON)	TT PRIVATE AIRLINES	TT12345	20	0	Edit Remove

Figure 14: Results displayed in Group bookings table (b)

7.4

Adding a group booking, travelling by Ground – Eurostar Train

Where travelling on a Eurostar train from continental Europe to London, please complete your data within **Ground – Eurostar Train**.

As the system contains a database of all Eurostar trains entering the UK for the period of the Games, if a known train is entered, the system will automatically populate the remaining fields for this journey.

Enter the departure date, and then the train number, then click away from the fields and the remaining flight data fields will automatically populate as shown in figure 15.

The screenshot shows the 'Add group booking - Arrival' form. The 'Mode of transport' is set to 'Ground: Eurostar Train'. The 'Arrival train journey' section has the following fields: 'Departure date' (18 Jul 2012), 'Train number' (3015), 'Departure station' (PARIS), 'Arrival station' (LONDON), 'Departure time' (0913), 'Arrival time' (1036), 'Number of seats booked/planned' (146), and 'Opt out of LOCOG transfer' (Yes). The 'Departure station' and 'Arrival station' dropdown menus are circled in red. The 'Save' and 'Cancel' buttons are at the bottom right.

Figure 15: Ground: Eurostar train – travel data

Where drop-down menus are shown within either the **Departure station** or **Arrival station** fields, please select the appropriate station to indicate the start and end of your journey.

Enter the number of seats booked or expected to be booked with Eurostar.

If choosing to make your own way from the entry port to your accommodation, please select **Yes** to **Opt out of LOCOG transport** to indicate that you are opting out of LOCOG transfer (where LOCOG transport services are officially available). Examples include where an organisation's entourage may choose to meet a delegation and provide their own transport (see figure 16 below).

Add group booking - Arrival

From the drop down list below, select either Air: Scheduled or Commercial, Air: Chartered or Private or Ground: Eurostar. If one of these does not apply, then select from Ground: Arriving from outside the UK or Ground: Arriving from within the UK. Ground: Arriving from outside the UK, is for those travelling by sea and road from Continental Europe. Ground: Arriving from within the UK, is for those travelling by rail or road departing from a port within the UK. If travelling by domestic airline, please use the Air: Scheduled or Commercial or Air: Chartered or Private option.

Mode of transport: Ground: Eurostar Train

Eurostar is to be completed when arriving by a Eurostar train from Continental Europe.

Arrival train journey

Departure date: 18 Jul 2012

Train number: 9015

Departure station: PARIS

Arrival station: LONDON

Departure time (e.g. 1430): 0913

Arrival time (e.g. 1430): 1036

Number of seats booked/planned: 1

Opt out of LOCOG transfer: Yes

Save Cancel

Figure 16: Opt out of LOCOG transfer

To finish the group booking, click on the Save button.

After saving, the website will redirect to the original **Manage group bookings** page, and the new group booking will be added to the table (see figure 17 below).

Manage Group Bookings is for the recording of groups of 2 or more.

To enable LOCOG to best plan for Arrivals and Departures, delegations are requested to advise group bookings, once either planned or confirmed. For example, a delegation may reserve 100 seats with a chartered airline.

In addition to adding group arrival and departures, delegates are requested to advise their average pieces of standard sized baggage per person. Note that large and special baggage is recorded not here, but within Manage Arrivals and Manage Departures.

Arrivals

Group bookings [Add New](#) Average pieces of standard sized baggage per person: 2 [Save](#)

Mode of transport	Departure date	Departing from	Arrival date	Arriving to	Carrier	Flight/Train #	Seats booked / planned	Seats allocated	Action
Air: Scheduled or Commercial Flight	18 Jul 2012	BEIJING	18 Jul 2012	LONDON-HEATHROW	BRITISH AIRWAYS	BA38	40	0	Edit Remove
Ground: Eurostar Train	18 Jul 2012	PARIS	18 Jul 2012	LONDON	EUROSTAR	9015	20	0	Edit Remove
Air: Charter or Private Flight	20 Jul 2012	PARIS - CHARLES DE GAULLE	20 Jul 2012	STANSTED (LONDON)	TT PRIVATE AIRLINES	TT12345	20	0	Edit Remove

Figure 17: Results displayed in Group bookings table (c)

7.5

Adding a group booking, travelling by Ground – Arriving from outside the UK

For those groups travelling from continental Europe in a private vehicle to the same accommodation, please advise travel via **Ground – Arriving from outside the UK**.

Add the arrival and departure dates, and port details within the appropriate fields.

Include the accommodation that you will be travelling to, noting that Non-LOCOG Accommodation should be selected if staying in private accommodation (see figure 18 below).

Add group booking - Arrival

From the drop down list below, select either Air: Scheduled or Commercial, Air: Chartered or Private or Ground: Eurostar.
If one of these does not apply, then select from Ground: Arriving from outside the UK or Ground: Arriving from within the UK.
Ground: Arriving from outside the UK, is for those travelling by sea and road from Continental Europe.
Ground: Arriving from within the UK, is for those travelling by rail or road departing from a point within the UK.
If travelling by domestic airline, please use the Air: Scheduled or Commercial or Air: Chartered or Private option.

Mode of transport: Ground: Arriving from outside UK

Ground: Arriving from outside the UK, is to be completed for those traveling by sea and road from Continental Europe.
If traveling by airline, please do not use this Mode of Transport, and please select either the Air: Scheduled Flight or Air: Chartered Flight option.

Arrival details

Departure date *: 22 Jul 2012

Departure port *: CALAIS

Arrival date *: 22 Jul 2012

Arrival port *: DOVER

Accommodation *: Olympic Rowing And Canoe

Accommodation arrival date *: 22 Jul 2012

In order to gain entry to the Village, please provide the following vehicle advice, as soon as known.
If not known upon initial data entry, please return and Edit this Group booking, once the data becomes available.
Note vehicle registration data is not required when arriving/departing by taxi.

Vehicle registration number (i.e. AB12 CDE or 12-ABC-3):

Is the vehicle pulling a trailer?

Estimated arrival time *

Number of people expected *

* required field

Save Cancel

Figure 18: Ground: Arriving from outside UK – arrivals details

If the vehicles used for arrival will be travelling to one of the Olympic Villages, please provide the vehicle registration number (licence plate), where possible. LOCOG will then be able to prepare your Vehicle Access and Parking Permit (VAPP). Please also advise if the vehicle is pulling a trailer such as a boat trailer. These two fields are not mandatory, and can be completed closer to the Games.

To enable LOCOG to best prepare for your arrival, please advise of your expected arrival time at your accommodation and the number of people expected to travel in the vehicle. This is especially important for Village Welcome Centre arrivals.

To finish the group booking, click on the **Save** button.

After saving, the website will redirect to the original **Manage group bookings** page, and the new group booking will have been added to the table (see figure 19 below).

Data Entry							Tools																																																				
Name	Manage group bookings	Manage arrivals	Manage departures	Games time contact	Search	Reports	Arrival tool	Departure tool	Excel Import																																																		
<p>Manage Group Bookings is for the recording of groups of 2 or more</p> <p>To enable LOCOG to best plan for Arrivals and Departures, delegations are requested to advise group bookings, once either planned or confirmed. For example, a delegation may reserve 100 seats with a chartered airline.</p> <p>In addition to adding group arrival and departures, delegates are requested to advise their average pieces of standard sized baggage per person. Note that large and special baggage is recorded not here, but within Manage Arrivals and Manage Departures.</p> <p>Arrivals</p> <p>Group bookings Add New Average pieces of standard sized baggage per person 2 Save</p> <table> <tr> <th>Mode of transportation</th><th>Departure date</th><th>Departing from</th><th>Arrival date</th><th>Arriving to</th><th>Carrier</th><th>Flight/Train #</th><th>Seats booked / planned</th><th>Seats allocated</th><th>Action</th></tr> <tr> <td>Air: Scheduled or Commercial Flight</td><td>16 Jul 2012</td><td>BEIJING</td><td>16 Jul 2012</td><td>LONDON HEATHROW</td><td>BRITISH AIRWAYS</td><td>BA38</td><td>40</td><td>0</td><td>Edit Remove</td></tr> <tr> <td>Ground: Eurostar Train</td><td>18 Jul 2012</td><td>PARIS</td><td>18 Jul 2012</td><td>LONDON</td><td>EUROSTAR</td><td>9015</td><td>20</td><td>0</td><td>Edit Remove</td></tr> <tr> <td>Air: Charter or Private Flight</td><td>20 Jul 2012</td><td>PARIS - CHARLES DE GAULLE</td><td>20 Jul 2012</td><td>STANSTED (LONDON)</td><td>TT PRIVATE AIR</td><td>TT12345</td><td>20</td><td>0</td><td>Edit Remove</td></tr> <tr> <td>Ground: Arriving from outside UK</td><td>22 Jul 2012</td><td>CALAIS</td><td>22 Jul 2012</td><td>DOVER</td><td>n/a</td><td>n/a</td><td>20</td><td>0</td><td>Edit Remove</td></tr> </table>										Mode of transportation	Departure date	Departing from	Arrival date	Arriving to	Carrier	Flight/Train #	Seats booked / planned	Seats allocated	Action	Air: Scheduled or Commercial Flight	16 Jul 2012	BEIJING	16 Jul 2012	LONDON HEATHROW	BRITISH AIRWAYS	BA38	40	0	Edit Remove	Ground: Eurostar Train	18 Jul 2012	PARIS	18 Jul 2012	LONDON	EUROSTAR	9015	20	0	Edit Remove	Air: Charter or Private Flight	20 Jul 2012	PARIS - CHARLES DE GAULLE	20 Jul 2012	STANSTED (LONDON)	TT PRIVATE AIR	TT12345	20	0	Edit Remove	Ground: Arriving from outside UK	22 Jul 2012	CALAIS	22 Jul 2012	DOVER	n/a	n/a	20	0	Edit Remove
Mode of transportation	Departure date	Departing from	Arrival date	Arriving to	Carrier	Flight/Train #	Seats booked / planned	Seats allocated	Action																																																		
Air: Scheduled or Commercial Flight	16 Jul 2012	BEIJING	16 Jul 2012	LONDON HEATHROW	BRITISH AIRWAYS	BA38	40	0	Edit Remove																																																		
Ground: Eurostar Train	18 Jul 2012	PARIS	18 Jul 2012	LONDON	EUROSTAR	9015	20	0	Edit Remove																																																		
Air: Charter or Private Flight	20 Jul 2012	PARIS - CHARLES DE GAULLE	20 Jul 2012	STANSTED (LONDON)	TT PRIVATE AIR	TT12345	20	0	Edit Remove																																																		
Ground: Arriving from outside UK	22 Jul 2012	CALAIS	22 Jul 2012	DOVER	n/a	n/a	20	0	Edit Remove																																																		

Figure 19: Results displayed in Group bookings table (d)

7.6

Adding a group booking, travelling by Ground – Arriving from within the UK

When a group is arriving in a private vehicle from within the UK to the same accommodation, such as travelling from a pre-Games training camp, please enter the travel details via **Ground – Arriving from within the UK**.

Enter the accommodation that you will be travelling to, noting that Non-LOCOG Accommodation should be selected if staying in private accommodation (see figure 20 below).

Data Entry							Tools		
Name	Manage group bookings	Manage arrivals	Manage departures	Games time contact	Search	Reports	Arrival tool	Departure tool	Excel Import
<p>Add group booking - Arrival</p> <p>From the drop down list below, select either Air: Scheduled or Commercial, Air: Chartered or Private or Ground: Eurostar. If one of these does not apply, then select from Ground: Arriving from outside the UK or Ground: Arriving from within the UK. Ground: Arriving from outside the UK, is for those travelling by sea or road from Continental Europe. Ground: Arriving from within the UK, is for those travelling by rail or road departing from a point within the UK. If travelling by domestic airline, please use the Air: Scheduled or Commercial or Air: Chartered or Private option.</p> <p>Mode of transport: Ground: Arriving from within UK</p> <p>Ground: Arriving from within the UK, is to be completed for those travelling by rail or road travelling from a point within the UK. If travelling by domestic airline within the UK, please do not use this Mode of Transport, and please select either the Air: Scheduled Flight or Air: Chartered Flight option.</p> <p>Arrival details</p> <p>Arrival accommodation: Olympic Sailing Village</p> <p>Arrival date: 20 Jul 2012</p> <p>In order to gain entry to the Village, please provide the following vehicle details, as soon as known. If not known upon initial data entry, please return and Edit this Group booking, once the data becomes available. Note vehicle registration data is not required when arriving/departing by taxi.</p> <p>Is the vehicle booked through Race Card? Yes</p> <p>If NO, please advise private vehicle registration number (i.e. AB12 CDE or 12-ABC-3) Rs</p> <p>Is the private vehicle pulling a trailer? No</p> <p>Estimated arrival time: 1500 - 1530</p> <p>Number of people expected: 20</p> <p>* required field</p> <p>Save Cancel</p>									

Figure 20: **Ground: Arriving from within UK** – arrival details

If the vehicles used for arrival will be travelling to one of the Olympic Villages, please provide the vehicle registration number (licence plate), where possible. LOCOG will then be able to prepare your Vehicle Access and Parking Permit (VAPP).

If the vehicle you are travelling in has been booked through LOCOG Rate Card then you do not need to enter the vehicle registration number as LOCOG will already have this information. If you are travelling in a private vehicle, please advise of these details once known.

To enable LOCOG to be best prepared for your arrival, please enter the expected time of arrival at your accommodation and advise the number of people expected to travel in the vehicle. This is especially important for Village Welcome Centre arrivals.

To finish the group booking, click on the **Save** button.

After saving, the website will redirect to the original **Manage group bookings** page, and the new group booking will have been added to the table (see figure 21 below).

Data Entry						Tools			
Home	Manage group bookings	Manage arrivals	Manage departures	Games time contact	Search	Reports	Arrival tool	Departure tool	Excel import
<p>Manage Group Bookings is for the recording of groups of 2 or more.</p> <p>To enable LOCOG to best plan for Arrivals and Departures, delegations are requested to advise group bookings, since either planned or confirmed. For example, a delegation may reserve 100 seats with a chartered airline.</p> <p>In addition to adding group arrival and departures, delegates are requested to advise their average pieces of standard sized baggage per person. Note that large and special baggage is recorded not here, but within Manage Arrivals and Manage Departures.</p>									
Arrivals									
Group bookings:		Add New		Average pieces of standard sized baggage per person <input type="text" value="2"/>		Save			
Mode of transportation	Departure date	Departing from	Arrival date	Arriving to	Carrier	Flight/Train #	Seats booked / planned	Seats allocated	Action
Air: Scheduled or Commercial Flight	16 Jul 2012	BEIJING	16 Jul 2012	LONDON HEATHROW	BRITISH AIRWAYS	BA38	40	0	Edit Remove
Ground: Eurostar Train	18 Jul 2012	PARIS	18 Jul 2012	LONDON	EUROSTAR	9015	20	0	Edit Remove
Air: Charter or Private Flight	20 Jul 2012	PARIS - CHARLES DE GAULLE	20 Jul 2012	STANSTED (LONDON)	TT PRIVATE AIRLINES	TT12345	20	0	Edit Remove
Ground: Arriving from within UK	n/a	n/a	20 Jul 2012	*Olympic Village	n/a	n/a	20	0	Edit Remove
Ground: Arriving from outside UK	22 Jul 2012	CALAIS	22 Jul 2012	DOVER	n/a	n/a	20	0	Edit Remove

Figure 21: Results displayed in Group bookings table (e)

7.7

Manage group bookings - Departures

Add a new departure from the **Manage group bookings** page. Repeat the above arrivals process for all departures group bookings.

Ground: Eurostar Train	18 Jul 2012	PARIS	18 Jul 2012	LONDON	EUROSTAR	9015	20	0	Edit Remove
Air: Charter or Private Flight	20 Jul 2012	PARIS - CHARLES DE GAULLE	20 Jul 2012	STANSTED (LONDON)	TT PRIVATE AIRLINES	TT12345	20	0	Edit Remove
Ground: Arriving from within UK	n/a	n/a	20 Jul 2012	*Olympic Village	n/a	n/a	20	0	Edit Remove
Ground: Arriving from outside UK	22 Jul 2012	CALAIS	22 Jul 2012	DOVER	n/a	n/a	20	0	Edit Remove

Departures									
Group bookings:		Add New		Average pieces of standard sized baggage per person <input type="text" value="2"/>		Save			
Mode of transportation	Departure date	Departing from	Arrival date	Arriving to	Carrier	Flight/Train #	Seats booked / planned	Seats allocated	Action

Figure 22: Adding a new group booking for departures

7.8

Average pieces of standard baggage

Also shown within the main **Manage group bookings** page is the **Average pieces of standard sized baggage per person**, set to a default value, estimated for your delegation. (Note that a different number can be set for arrivals and departures travel.)

Standard sized baggage is identified as that usually stored in the hold of an aircraft during travel, for example the team-issued kit bag. Dimensions should be no more than 90 centimetres x 75cm x 43 cm (35.5 inches x 29.5in x 16in) including handles, pockets and wheels.

Please note that the number of pieces of standard baggage is an average number for your whole delegation and additional standard bags can be added later to an individual's details, under **Manage arrivals** – see section 9.

To edit this number, please replace the number showing and press **Save** (see figure 23).

The screenshot shows the 'Manage group bookings' page. At the top, there's a navigation bar with tabs: Home, Manage group bookings (active), Manage arrivals, Manage departures, Games time contact, Search, Reports, Arrival tool, Departure tool, and Excel import. Below the navigation bar, there's a section titled 'Manage Group Bookings is for the recording of groups of 2 or more'. It includes instructions: 'To enable LOCOG to best plan for Arrivals and Departures, delegations are requested to advise group bookings, once either planned or confirmed. For example, a delegation may reserve 100 seats with a chartered airline.' and 'In addition to adding group arrival and departures, delegates are requested to advise their average pieces of standard sized baggage per person. Note that large and special baggage is recorded not here, but within Manage Arrivals and Manage Departures.'

Under the 'Arrivals' section, there's a 'Group bookings' label, an 'Add New' button, and a field for 'Average pieces of standard sized baggage per person' set to '2', which is circled in red. Next to it is a 'Save' button.

Below this is a table with the following columns: Mode of transportation, Departure date, Departing from, Arrival date, Arriving to, Carrier, Flight/Train #, Seats booked / planned, Seats allocated, and Action.

Mode of transportation	Departure date	Departing from	Arrival date	Arriving to	Carrier	Flight/Train #	Seats booked / planned	Seats allocated	Action
Air (Scheduled or Commercial Flight)	18 Jul 2012	BEIJING	18 Jul 2012	LONDON HEATHROW	BRITISH AIRWAYS	BA38	40	0	Edit Remove
Ground: Eurostar Train	18 Jul 2012	PARIS	18 Jul 2012	LONDON	EUROSTAR	9015	20	0	Edit Remove
Air: Charter or Private Flight	20 Jul 2012	PARIS - CHARLES DE GAULLE	20 Jul 2012	STANSTED (LONDON)	TT PRIVATE AIRLINES	TT12345	20	0	Edit Remove
Ground: Arriving from within UK	n/a	n/a	20 Jul 2012	*Olympic Village	n/a	n/a	20	0	Edit Remove
Ground: Arriving from outside UK	22 Jul 2012	CALAIS	22 Jul 2012	DOVER	n/a	n/a	20	0	Edit Remove

Figure 23: Average baggage per person

7.9

Changing a group booking

It is possible to make changes or delete a group booking after you have created one in the system.

To make a change, select the **Edit** button for the associated group booking, make the appropriate changes and select **Save**.

Manage Group Bookings is for the recording of groups of 2 or more.

To enable LOCOG to best plan for Arrivals and Departures, delegations are requested to advise group bookings, once either planned or confirmed. For example, a delegation may reserve 100 seats with a chartered airline.

In addition to adding group arrival and departures, delegates are requested to advise their average pieces of standard sized baggage per person. Note that large and special baggage is recorded not here, but within Manage Arrivals and Manage Departures.

Arrivals

Group bookings Average pieces of standard sized baggage per person

Mode of transportation	Departure date	Departing from	Arrival date	Arriving to	Carrier	Flight/Train #	Seats booked / planned	Seats allocated	Action
Air: Scheduled or Commercial Flight	18 Jul 2012	BEIJING	18 Jul 2012	LONDON HEATHROW	BRITISH AIRWAYS	BA38	40	0	Edit Remove
Ground: Eurostar Train	18 Jul 2012	PARIS	18 Jul 2012	LONDON	EUROSTAR	8015	20	0	Edit Remove
Air: Charter or Private Flight	20 Jul 2012	PARIS - CHARLES DE GAULLE	20 Jul 2012	STANSTED (LONDON)	TT PRIVATE AIRLINES	TT12345	20	0	Edit Remove
Ground: Arriving from within UK	n/a	n/a	20 Jul 2012	*Olympic Sailing Village	n/a	n/a	20	0	Edit Remove
Ground: Arriving from outside UK	22 Jul 2012	CALAIS	22 Jul 2012	DOVER	n/a	n/a	20	0	Edit Remove

Figure 24: Changing a group booking

To delete a booking, first ensure that there are no delegates allocated to the group booking by ensuring the 'Seats allocated' column displays a value of '0'. Select the **Remove** button for the associated group booking.

A pop-up window will then display asking 'Are you sure you wish to remove this arrival?'

Select **OK** to proceed.

If there are seats allocated and delegates have been added to this group booking via Manage Arrivals, then the **Remove** button will not display, and **Edit** is the only option possible, as shown in figure 25.

The screenshot shows the 'Manage group bookings' page. At the top, there are tabs for 'Data Entry' and 'Tools'. Under 'Data Entry', there are sub-tabs: 'Home', 'Manage group bookings' (selected), 'Manage arrivals', 'Manage departures', 'Games time contact', 'Search', 'Reports', 'Arrival tool', 'Departure tool', and 'Excel import'. Below the tabs, there is a description of the 'Manage Group Bookings' feature and instructions for delegates. A section titled 'Arrivals' contains a 'Group bookings' label, an 'Add New' button, and a field for 'Average pieces of standard sized baggage per person' with a value of 2 and a 'Save' button. Below this is a table with the following columns: 'Mode of transportation', 'Departure date', 'Departing from', 'Arrival date', 'Arriving to', 'Carrier', 'Flight/Train #', 'Seats booked / planned', 'Seats allocated', and 'Action'. The table contains five rows of data. The first row is highlighted in light blue and has an 'Edit' button circled in red in the 'Action' column. The other rows have 'Edit' and 'Remove' buttons in the 'Action' column.

Mode of transportation	Departure date	Departing from	Arrival date	Arriving to	Carrier	Flight/Train #	Seats booked / planned	Seats allocated	Action
Air: Scheduled or Commercial Flight	16 Jul 2012	BEIJING	16 Jul 2012	LONDON HEATHROW	BRITISH AIRWAYS	BA38	40	2	Edit
Ground: Eurostar Train	18 Jul 2012	PARIS	18 Jul 2012	LONDON	EUROSTAR	9015	20	0	Edit Remove
Air: Charter or Private Flight	20 Jul 2012	PARIS - CHARLES DE GAULLE	20 Jul 2012	STANSTED (LONDON)	TT PRIVATE AIRLINES	TT12345	20	0	Edit Remove
Ground: Arriving from within UK	n/a	n/a	20 Jul 2012	Olympic Village	n/a	n/a	20	0	Edit Remove
Ground: Arriving from outside UK	22 Jul 2012	CALAIS	22 Jul 2012	DOVER	n/a	n/a	20	0	Edit Remove

Figure 25: Deleting a group booking

To delete the group booking, in this instance, first remove the delegates allocated to the group by following the steps under section **8.7.2 Delete an arrival**.

8 Managing arrivals and departures

8.1 Allocating individuals to a group booking

Once you begin your accreditation registration, please return to the ADS to advise of individual’s travel plans.

Click on **Manage arrivals** or **Manage departures**, whichever is applicable, from the **Home** page.

Details of delegates that are registered within the Accreditation System will automatically have been imported into the ADS, and will display as shown in figure 26.

HomeManage group bookingsManage arrivalsManage departuresGames time contactSearchReportsArrival toolDeparture toolExcel import

Manage Arrivals and Manage Departures, allows delegates to be allocated to a group previously advised via Manage Group Bookings, once their Accreditation Registration has been completed. Details of an individual or individuals travelling by transport not previously advised in Manage Group Bookings, can also be added here as a new booking.

Use the filters below, to search for an individual or group of individuals, and then select the Add Arrival button, to allocate them to a previously entered Group Booking or to create a new booking.

Select Replace Arrival to change a previously allocated individual or group of individuals to an alternate travel plan.
Select Remove Arrival to remove a previously allocated individual or group of individuals from their original travel plan.
Select Edit Accommodation if that displayed is incorrect.

Send Email Form Link allows you to send an email to an individual or group of individuals, requesting that they advise their travel details. This tool enables individuals to enter their travel, baggage and wheelchair details directly.

It is especially important that details of baggage and wheelchair use are advised.
From this page please edit each individual to confirm which special baggage they shall travel with, and confirm details of daily wheelchair use.

Manage Arrivals

Accreditation #

Name

Accreditation sub category

Sport

Arrival date

Flight / Train #

Arrival details

Baggage details

Clear

Search

Add ArrivalReplace ArrivalRemove ArrivalEdit AccommodationEmail link to online form

Accreditation #	Name	Sport	Mode of transport	Arrival details	Arrival accommodation	Special baggage	Wheelchair/Mobility advice
2556	Smith, John			Details required	*Olympic Village	Yes Edit	No Edit
2557	James, Michael	Rhythmic	Air: Scheduled or Commercial Flight	16 JUL 2012 BAH BEUNG - LONDON HEATHROW	*Olympic Village	Details required Edit	No Edit

Figure 26: Delegate details, as imported from the Accreditation System

8.2

Sorting the results

It is possible to sort the data within the table by selecting the different headings.



Accreditation #	Name	Sport	Mode of transport	Arrival details	Arrival accommodation	Special baggage	Wheelchair/Mobility advice
2556	Smith, John			Details required	*Olympic Village	Yes Edit	No Edit
2557	Jones, Michael	Athletics	Air Scheduled or Commercial Flight	16 Jul 2012 BA38 BEUNG - LONDON HEATHROW	*Olympic Village	Details required Edit	No Edit
2558	Rogers, Simon	Athletics	Air Scheduled or Commercial Flight	16 Jul 2012 BA38 BEUNG - LONDON HEATHROW	*Olympic Village	Details required Edit	No Edit
2559	Gower, Lucy	Sailing	Air Scheduled or Commercial Flight	16 Jul 2012 BA38 BEUNG - LONDON HEATHROW	*Olympic Sailing Village	Details required Edit	No Edit
2561	Tackson,			Details required	*Olympic Village	Details required	No Edit

Figure 27: Sorting by table headings – example by Accreditation #

8.3

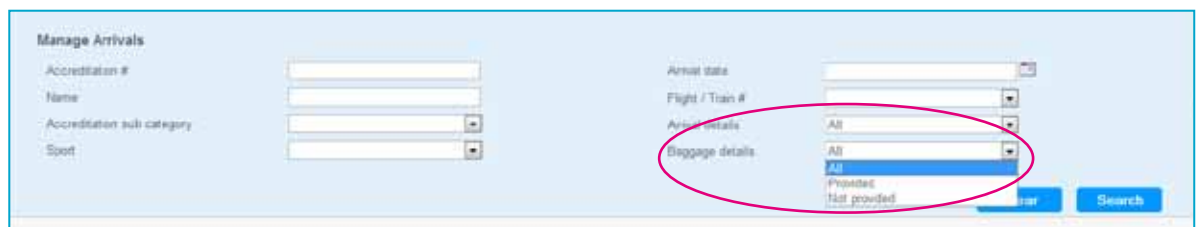
Filtering for those requiring travel or baggage advice

Both arrivals details and baggage details can be filtered to enable you to search for only those that require priority action (see figure 28 below).

Both search filters default to **All**, so that records both with or without details display in the results table.

Select **Provided** in the drop-down list for the relevant search filter, to see only delegate records where details have been provided.

Select **Not Provided**, to see only delegate records where details are yet to be provided.



Manage Arrivals

Accreditation #

Name

Accreditation sub category

Sport

Arrival date

Flight / Train #

Arrival details

Baggage details

[Clear](#) [Search](#)

Figure 28: Manage arrivals search criteria

The table at the bottom of the page will display travel that has been already allocated, and each occurrence of arriving/departing is listed in the table, a delegate may therefore be shown more than once.

8.4

Filtering for those travelling together

Use the search filters to find individuals or groups of individuals travelling together.

Figure 29 demonstrates how it is possible to filter by sport discipline, such as when a team are travelling together.

The screenshot shows the 'Manage Arrivals' interface. At the top, there are search filters: 'Accreditation #', 'Name', 'Accreditation sub category', 'Sport', 'Arrival date', 'Flight / Train #', 'Arrival details', and 'Baggage details'. The 'Sport' dropdown is highlighted with a red circle and set to 'Athletics'. Below the filters are buttons: 'Clear', 'Search', 'Add Arrival', 'Replace Arrival', 'Remove Arrival', 'Edit Accommodation', and 'Email link to online form'. The main table displays arrival records for two individuals, both in the 'Athletics' sport category. The table has columns: 'Accreditation #', 'Name', 'Sport', 'Mode of transport', 'Arrival details', 'Arrival accommodation', 'Special baggage', and 'Wheelchair/Mobility advice'. The first row is for Jones, Michael (Accreditation # 2557) and the second is for Rogers, Simon (Accreditation # 2558). Both are scheduled for arrival on 15 Jul 2012 at BEIJING - LONDON HEATHROW. The 'Sport' column for both is 'Athletics'. The 'Arrival details' column shows '15 Jul 2012 BA38 BEIJING - LONDON HEATHROW'. The 'Arrival accommodation' is 'Olympic Village'. The 'Special baggage' column shows 'Details required' with an 'Edit' link. The 'Wheelchair/Mobility advice' column shows 'No' with an 'Edit' link. At the bottom right, it says 'Total records: 2'.

Accreditation #	Name	Sport	Mode of transport	Arrival details	Arrival accommodation	Special baggage	Wheelchair/Mobility advice
2557	Jones, Michael	Athletics	Air Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Village	Details required Edit	No Edit
2558	Rogers, Simon	Athletics	Air Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Village	Details required Edit	No Edit

Figure 29: Filtering results – by sport

Figure 30 demonstrates how it is possible to filter by Accreditation sub category.

The screenshot shows the 'Manage Arrivals' interface. At the top, there are search filters: 'Accreditation #', 'Name', 'Accreditation sub category', 'Sport', 'Arrival date', 'Flight / Train #', 'Arrival details', and 'Baggage details'. The 'Accreditation sub category' dropdown is highlighted with a red circle and set to 'AA - ATHLETES'. Below the filters are buttons: 'Clear', 'Search', 'Add Arrival', 'Replace Arrival', 'Remove Arrival', 'Edit Accommodation', and 'Email link to online form'. The main table displays arrival records for multiple individuals, all filtered by the 'AA - ATHLETES' accreditation sub category. The table has columns: 'Accreditation #', 'Name', 'Sport', 'Mode of transport', 'Arrival details', 'Arrival accommodation', 'Special baggage', and 'Wheelchair/Mobility advice'. The first row is for Jones, Michael (Accreditation # 2557) and the second is for Rogers, Simon (Accreditation # 2558). Both are scheduled for arrival on 15 Jul 2012 at BEIJING - LONDON HEATHROW. The 'Sport' column for both is 'Athletics'. The 'Arrival details' column shows '15 Jul 2012 BA38 BEIJING - LONDON HEATHROW'. The 'Arrival accommodation' is 'Olympic Village'. The 'Special baggage' column shows 'Details required' with an 'Edit' link. The 'Wheelchair/Mobility advice' column shows 'No' with an 'Edit' link. The table continues with other individuals, including Gower, Lucy (Sailing), Rowley, Martin (Shooting), Taylor, Justin (Rowing), Miller, Stacy (Canoe Sprint), Green, Peter (Canoe Sprint), Jones, Ruth (Cycling Road), Boland, Derek (Sailing), and Carr, Neil (Rowing). At the bottom right, it says 'Total records: 2'.

Accreditation #	Name	Sport	Mode of transport	Arrival details	Arrival accommodation	Special baggage	Wheelchair/Mobility advice
2557	Jones, Michael	Athletics	Air Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Village	Details required Edit	No Edit
2558	Rogers, Simon	Athletics	Air Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Village	Details required Edit	No Edit
2559	Gower, Lucy	Sailing	Air Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Sailing Village	Details required Edit	No Edit
2560	Rowley, Martin	Shooting		Details required	*Olympic Village	Details required Edit	No Edit
2563	Taylor, Justin	Rowing		Details required	*Olympic Rowing & Canoe Sprint Village	Details required Edit	No Edit
2564	Miller, Stacy	Canoe Sprint		Details required	*Olympic Rowing & Canoe Sprint Village	Details required Edit	No Edit
2567	Green, Peter	Canoe Sprint		Details required	*Olympic Rowing & Canoe Sprint Village	Details required Edit	No Edit
2572	Jones, Ruth	Cycling Road		Details required	*Olympic Village	Details required Edit	No Edit
2574	Boland, Derek	Sailing		Details required	*Olympic Sailing Village	Details required Edit	Yes Edit
2575	Carr, Neil	Rowing		Details required	*Olympic Rowing & Canoe Sprint Village	Details required Edit	No Edit

Figure 30: Filtering results – by Accreditation sub category

Once filtered results are showing, you can advise the relevant arrival/departure information for a selection of individuals by checking the box(es) of required individual(s) in the left-hand column and clicking on the **Add Arrival/Departure** button, as shown in figure 30.

8.5

Managing arrivals, travelling by Air - Scheduled or Commercial Flight

Once you have selected the relevant delegate(s) from the **Manage arrivals** list, select the relevant **Mode of transport** that the individual(s) will be travelling on/in, as shown in figure 31.

Select Add Arrival, to allocate one or more individuals to a previously entered Group Booking.

Details of an individual or individuals travelling by transport not previously advised in Manage Group Bookings, can also be added here.

From the Mode of Transport drop down list, please select the means of transport that you shall be arriving to the Games. A table shall then display, listing all previously entered Group Bookings, with an option to add a New booking.

Select either Air - Scheduled or Commercial Flight, Air - Chartered or Private Flight, or Ground - Eurostar Train. If one of these does not apply, then select from Ground - Arriving from outside the UK, or Ground - Arriving from within the UK. Ground - Arriving from outside the UK, is for those travelling by sea and road from Continental Europe. Ground - Arriving from within the UK, is for those travelling by rail or road departing from a port within the UK. If travelling by domestic airline, please use the Air - Scheduled or Commercial Flight or Air - Chartered or Private Flight option.

Once selected you shall then be taken to a list of all previously entered Group Bookings, with an option to add a New booking.

Add arrival details for the following people

Accreditation #	Name	Sport
2557	Jones, Michael	Athletics
2558	Rogers, Simon	Athletics
2559	Gower, Lucy	Sailing
2576	Granger, Janet	Rowing
2582	Rowley, Martin	Shooting
2563	Taylor, Justin	Rowing
2564	Miller, Stacy	Canoe Sprint
2587	Green, Peter	Canoe Sprint
2572	Jones, Ruth	Cycling Road
2575	Cetti, Neil	Rowing
2574	Edland, Derek	Sailing

Mode of transport:

Air - Scheduled or Commercial Flight

Air - Scheduled or Commercial Flight

Air - Chartered or Private Flight

Ground - Eurostar Train

Ground - Arriving from outside UK

Ground - Arriving from within UK

Save Cancel

Figure 31: Manage arrivals: mode of transport (a)

A list of existing group bookings for that mode of transport will then display, along with the option to create a new booking as shown in figure 32.

From the Mode of Transport drop down list, please select the means of transport that you shall be arriving to the Games. A table shall then display, listing all previously entered Group Bookings, with an option to add a New booking.

Select either Air - Scheduled or Commercial Flight, Air - Chartered or Private Flight, or Ground - Eurostar Train. If one of these does not apply, then select from Ground - Arriving from outside the UK, or Ground - Arriving from within the UK. Ground - Arriving from outside the UK, is for those travelling by sea and rail from Continental Europe. Ground - Arriving from within the UK, is for those travelling by rail or road departing from a point within the UK. If travelling by domestic airline, please use the Air - Scheduled or Commercial Flight or Air - Chartered or Private Flight option.

Once selected you shall then be taken to a list of all previously entered Group Bookings, with an option to add a New booking.

Add arrival details for the following people:

Accreditation #	Name	Sport
2557	Jones, Michael	Athletics
2558	Rogers, Simon	Athletics
2559	Gower, Lucy	Sailing
2576	Granger, Janet	Rowing
2562	Rowley, Martin	Shooting
2563	Taylor, Justin	Rowing
2564	Miller, Stacy	Canoe Sprint
2567	Green, Peter	Canoe Sprint
2572	Jones, Ruth	Cycling Road
2575	Cetto, Neil	Rowing
2574	Boland, Derek	Sailing

Mode of transport: Air - Scheduled or Commercial Flight

Departure date	Departing from	Arrival date	Arriving to	Carrier	Flight/Train #	Seats booked / planned	Seats allocated	Opt out of LOCOG transfer
16 Jul 2012	BEIJING	16 Jul 2012	LONDON HEATHROW	BRITISH AIRWAYS	BA38	40	4	Yes

[New commercial flight](#)

Save Cancel

Figure 32: Manage arrivals: mode of transport (b)

Select either the required group booking and click on the **Save** button (see figure 33), or follow the steps for a new commercial flight, as per section 7.2 Adding a group booking, travelling by Air - Scheduled or Commercial Flight.

From the Mode of Transport drop down list, please select the means of transport that you shall be arriving to the Games. A table shall then display, listing all previously entered Group Bookings, with an option to add a new booking.


Select either Air - Scheduled or Commercial Flight, Air - Chartered or Private Flight, or Ground - Eurostar Train. If one of these does not apply, then select from Ground - Arriving from outside the UK, or Ground - Arriving from within the UK. Ground - Arriving from outside the UK, is for those travelling by sea and road from Continental Europe. Ground - Arrival from within the UK, is for those travelling by rail or road departing from a point within the UK. If travelling by domestic airline, please use the Air - Scheduled or Commercial Flight or Air - Chartered or Private Flight option.

Once selected you shall then be taken to a list of all previously entered Group Bookings, with an option to add a new booking.

Add arrival details for the following people

Accreditation #	Name	Sport
2557	Jones, Michael	Athletics
2558	Rogers, Simon	Athletics
2559	Gower, Lucy	Sailing
2576	Granger, Janet	Rowing
2562	Rowley, Martin	Shooting
2563	Taylor, Justin	Rowing
2564	Miller, Stacy	Canoe Sprint
2567	Green, Peter	Canoe Sprint
2572	Jones, Ruth	Cycling Road
2575	Catto, Neil	Rowing
2574	Boland, Derek	Sailing

Mode of transport: Air Scheduled or Commercial Flight

	Departure date	Departing from	Arrival date	Arriving to	Carrier	Flight/Train #	Seats booked / planned	Seats allocated	Opt out of LOGOG transfer
	16 Jul 2012	BEIJING	16 Jul 2012	LONDON HEATHROW	BRITISH AIRWAYS	BA38	40	4	Yes

☐ New commercial flight

Save **Cancel**

Figure 33: Manage arrivals: select group booking

Once saved, the travel details will update in the table as shown in figure 34.

<div> <div>Clear</div> <div>Search</div> </div>								
<div> <div>Add Arrival</div> <div>Replace Arrival</div> <div>Remove Arrival</div> <div>Edit Accommodation</div> <div>Email link to online form</div> </div>								
Accreditation #	Name	Sport	Mode of transport	Arrival details	Arrival accommodation	Special baggage	Wheelchair Mobility advice	
2557	Jones, Michael	Athletics	Air, Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Village	Details required	Edit	No Edit
2558	Hogers, Simon	Athletics	Air, Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Village	Details required	Edit	No Edit
2559	Gower, Lucy	Sailing	Air, Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Sailing Village	Details required	Edit	No Edit
2562	Rowley, Martin	Shooting	Air, Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Village	Details required	Edit	No Edit
2563	Taylor, Justin	Rowing	Air, Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Rowing & Canoe Sprint Village	Details required	Edit	No Edit
2564	Miles, Stacy	Canoe Sprint	Air, Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Rowing & Canoe Sprint Village	Details required	Edit	No Edit
2567	Green, Peter	Canoe Sprint	Air, Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Rowing & Canoe Sprint Village	Details required	Edit	No Edit
2572	Jones, Ruth	Cycling Road	Air, Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Village	Details required	Edit	No Edit
2574	Boisard, Derek	Sailing	Air, Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Sailing Village	Details required	Edit	Yes Edit
2575	Catt, Neil	Rowing	Air, Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Rowing & Canoe Sprint Village	Details required	Edit	No Edit
2576	Granger, Janet	Rowing	Air, Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Rowing & Canoe Sprint Village	Details required	Edit	No Edit

Figure 34: Manage arrivals: results

If you return to the **Manage group bookings** page, the arrivals table will have been updated to reflect any additions to original group bookings, as per figure 35 where the two (2) individuals are now allocated.

Data Entry

Tools

Home

Manage group bookings

Manage arrivals

Manage departures

Generate their contact

Search

Reports

Arrival tool

Departure tool

Excel Import

Manage Group Bookings is for the recording of groups of 2 or more.

To enable LOCOG to best plan for Arrivals and Departures, delegations are requested to advise group bookings, once either planned or confirmed. For example, a delegation may reserve 100 seats with a chartered airline.

In addition to adding group arrival and departures, delegates are requested to advise their average pieces of standard sized baggage per person. Note that large and special baggage is recorded not here, but within Manage Arrivals and Manage Departures.

Arrivals

Group bookings Add New Average pieces of standard sized baggage per person Save

Mode of transportation	Departure date	Departing from	Arrival date	Arriving to	Carrier	Flight/Train #	Seats booked / planned	Seats allocated	Action
Air: Scheduled or Commercial Flight	18 Jul 2012	BEIJING	19 Jul 2012	LONDON HEATHROW	BRITISH AIRWAYS	BA38	40	14	Edit
Ground: Eurostar Train	19 Jul 2012	PARIS	19 Jul 2012	LONDON	EUROSTAR	9015	25	0	Edit Remove
Air: Charter or Private Flight	20 Jul 2012	PARIS - CHARLES DE GAULLE	20 Jul 2012	STANSTED (LONDON)	TT PRIVATE AIRLINES	TT12345	20	0	Edit Remove
Ground: Arriving from within UK	n/a	n/a	20 Jul 2012	*Olympic Sailing Village	n/a	n/a	20	0	Edit Remove
Ground: Arriving from outside UK	22 Jul 2012	CALAIS	22 Jul 2012	DOVER	n/a	n/a	20	0	Edit Remove

Figure 35: Manage group bookings – update to reflect seats allocated

8.6

Managing arrivals, for other modes of transport

Follow the instructions in sections 8.1 to 8.4 and then select the appropriate **Mode of transport**, such as **Ground – Arriving from outside UK**, or **Ground – Arriving from within UK**. Follow the same steps as outlined in section 8.2 to allocate the individual delegates to the group booking.

8.7 Changes to travel plans

8.7.1 Replace an arrival

To replace an arrival with a different arrival, first use the search filters to find the delegate records that you would like to change.

Search filters, including the original flight number, or the delegate name, may be used.

In the example below, the flight number has been used as the search filter and the results display only those delegates travelling on flight BA112:

The screenshot shows the 'Manage Arrivals' interface. At the top, there are search filters: 'Accreditation #', 'Name', 'Accreditation sub category', 'Sport', 'Arrival date', 'Flight / Train #', 'Arrival details', and 'Baggage details'. The 'Flight / Train #' filter is set to 'BA38' and is circled in red. Below the filters are buttons: 'Clear', 'Search', 'Add Arrival', 'Replace Arrival', 'Remove Arrival', 'Edit Accommodation', and 'Email link to online form'. Below these buttons is a table of arrivals. The table has columns: 'Accreditation #', 'Name', 'Sport', 'Mode of transport', 'Arrival details', 'Arrival accommodation', 'Special baggage', and 'Wheelchair/Mobility advice'. The table lists arrivals for flight BA38, with the 'Arrival details' column also circled in red.

Accreditation #	Name	Sport	Mode of transport	Arrival details	Arrival accommodation	Special baggage	Wheelchair/Mobility advice
2557	Jones, Michael	Athletics	Air: Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Village	Details required Edit No Edit	No Edit
2558	Rogers, Simon	Athletics	Air: Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Village	Details required Edit No Edit	No Edit
2559	Gower, Lucy	Sailing	Air: Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Sailing Village	Details required Edit No Edit	No Edit
2562	Rowley, Martin	Shooting	Air: Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Village	Details required Edit No Edit	No Edit
2563	Taylor, Justin	Rowing	Air: Scheduled or Commercial Flight	15 Jul 2012 BA38	*Olympic Rowing & Canoe Sport Village	Details required Edit No Edit	No Edit

Figure 36: Search filter example

Select the delegates whose travel is to be changed using the tick box on the left-hand side and then select **Replace Arrival** (see figure 37).

Accreditation sub category:
Spot:

Arrival details:
Baggage details:

	Accreditation #	Name	Sport	Mode of transport	Arrival details	Arrival accommodation	Special baggage	Wheelchair / Mobility advice
<input type="checkbox"/>	2557	Jones, Michael	Athletics	Air - Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Village	Details required <input type="button" value="Edit"/>	No <input type="button" value="Edit"/>
<input checked="" type="checkbox"/>	2558	Rogers, Simon	Athletics	Air - Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Village	Details required <input type="button" value="Edit"/>	No <input type="button" value="Edit"/>
<input type="checkbox"/>	2559	Gower, Lizzy	Sailing	Air - Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Sailing Village	Details required <input type="button" value="Edit"/>	No <input type="button" value="Edit"/>
<input type="checkbox"/>	2560	Rowley, Martin	Shooting	Air - Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Village	Details required <input type="button" value="Edit"/>	No <input type="button" value="Edit"/>
<input type="checkbox"/>	2563	Taylor, Justin	Rowing	Air - Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Rowing & Canoe Sprint Village	Details required <input type="button" value="Edit"/>	No <input type="button" value="Edit"/>
<input type="checkbox"/>	2564	Miller, Stacy	Canoe Sprint	Air - Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Rowing & Canoe Sprint Village	Details required <input type="button" value="Edit"/>	No <input type="button" value="Edit"/>
<input type="checkbox"/>	2567	Green, Peter	Canoe Sprint	Air - Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Rowing & Canoe Sprint Village	Details required <input type="button" value="Edit"/>	No <input type="button" value="Edit"/>
<input type="checkbox"/>	2572	Jones, Ruth	Cycling Road	Air - Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Village	Details required <input type="button" value="Edit"/>	No <input type="button" value="Edit"/>
<input type="checkbox"/>	2574	Booad, Derek	Sailing	Air - Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Sailing Village	Details required <input type="button" value="Edit"/>	Yes <input type="button" value="Edit"/>
<input type="checkbox"/>	2575	Calk, Neil	Rowing	Air - Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Rowing & Canoe Sprint Village	Details required <input type="button" value="Edit"/>	No <input type="button" value="Edit"/>
<input type="checkbox"/>	2576	Grahner, Janel	Rowing	Air - Scheduled or Commercial Flight	15 Jul 2012 BA38	*Olympic Rowing & Canoe Sprint Village	Details required <input type="button" value="Edit"/>	No <input type="button" value="Edit"/>

Figure 37: Replace arrival

Follow the steps in section **8.5 Managing arrivals, travelling by Air - Scheduled or Commercial Flight** and **8.6 Managing arrivals, for other modes of transport** to assign the new travel.

8.7.2 Delete an arrival

To delete an arrival, follow the same steps as outlined in section 8.7.1 **Replace an arrival**, however for the last step select **Remove Arrival** (see figure 28).

Accreditation sub category: Sport: Arrival details: All Baggage details: All

	Accreditation #	Name	Sport	Mode of transport	Arrival details	Arrival accommodation	Special baggage	Wheelchair/ Mobility advice
<input type="checkbox"/>	2557	Jones, Michael	Athletics	Air, Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Village	Details required <input type="button" value="Edit"/>	No <input type="button" value="Edit"/>
<input checked="" type="checkbox"/>	2558	Rogers, Simon	Athletics	Air, Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Village	Details required <input type="button" value="Edit"/>	No <input type="button" value="Edit"/>
<input type="checkbox"/>	2559	Gower, Lucy	Sailing	Air, Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Sailing Village	Details required <input type="button" value="Edit"/>	No <input type="button" value="Edit"/>
<input type="checkbox"/>	2560	Rowley, Martin	Shooting	Air, Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Village	Details required <input type="button" value="Edit"/>	No <input type="button" value="Edit"/>
<input type="checkbox"/>	2563	Taylor, Justin	Rowing	Air, Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Rowing & Canoe Sprint Village	Details required <input type="button" value="Edit"/>	No <input type="button" value="Edit"/>
<input type="checkbox"/>	2564	Miller, Stacy	Canoe Sprint	Air, Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Rowing & Canoe Sprint Village	Details required <input type="button" value="Edit"/>	No <input type="button" value="Edit"/>
<input type="checkbox"/>	2567	Green, Peter	Canoe Sprint	Air, Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Rowing & Canoe Sprint Village	Details required <input type="button" value="Edit"/>	No <input type="button" value="Edit"/>
<input type="checkbox"/>	2572	James, Ruth	Cycling Road	Air, Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Village	Details required <input type="button" value="Edit"/>	No <input type="button" value="Edit"/>
<input type="checkbox"/>	2574	Boquet, Derek	Sailing	Air, Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Sailing Village	Details required <input type="button" value="Edit"/>	Yes <input type="button" value="Edit"/>
<input type="checkbox"/>	2575	Calk, Neil	Rowing	Air, Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Rowing & Canoe Sprint Village	Details required <input type="button" value="Edit"/>	No <input type="button" value="Edit"/>
<input type="checkbox"/>	2576	Granger, Janet	Rowing	Air, Scheduled or Commercial Flight	15 Jul 2012 BA38	*Olympic Rowing & Canoe Sprint Village	Details required <input type="button" value="Edit"/>	No <input type="button" value="Edit"/>

Figure 38: Remove arrival

A pop-up window will then display asking, 'Are you sure you wish to remove the arrival details of the selected people?'

Select **OK** to confirm removal of the arrival details.

8.8 Data updates

When you know more details, you can return to **Manage arrivals** on a regular basis and allocate those individuals known to be travelling on the group booking.

8.9 Managing departures

Follow the same principles as **Managing arrivals** – sections 8.5 and 8.6 – when entering details under the **Managing departures** tab for all departure travel.

Please note that both the baggage and wheelchair/mobility records are the same for both arrivals and departures. It is possible to change these to reflect any changes for departure, but only once the individual or group has made their journey to the UK.

When managing departures, if a change is made to accommodation during the stay in the UK and the delegate will depart from a different location than that which they arrived at, **Departure accommodation** will need to be edited. For example, a Sailing athlete accommodated at the Sailing Village in Portland moves to the Olympic Village for the Closing Ceremony.

9 Special baggage

In addition to details about standard baggage, detailed in section 7.8, details of individuals' special baggage also needs to be entered.

Special baggage is considered as a large item of baggage, or baggage that would usually require special handling by an airline.

Examples include sporting equipment such as firearms that require special handling, and pole vaults or massage tables that require additional handling.

Please enter details of all items of special baggage to enable LOCOG Logistics to plan for the movement of your bags, even if travelling privately, so that we can be best prepared.

Both the special baggage and wheelchair/mobility records are the same for both arrivals and departures. Baggage can therefore be edited in either the **Manage Arrivals** or **Manage Departures** tabs.

Note that it is possible to allocate multiple baggage to one individual in a travelling group, such as a team assistant, rather than assigning to all individuals.

9.1

Adding baggage requirements

Click on either **Manage arrivals** or **Manage departures** tab, whichever is relevant.

Use the filters to search for individuals or groups of individuals.

Under the **Special baggage** column, the results display as follows (in bold):

Details required = no data advised, and details remain outstanding

No = confirmed not to be travelling with special baggage

Yes = confirmed to be travelling with special baggage

Locate the required individual and click on **Edit** in the **Special baggage** column (see figure 39).

Manage Arrivals

Accreditation #

Name

Accreditation sub category

Sport

Arrival date

Flight / Train #

Arrival details

Baggage details

<input type="checkbox"/>	Accreditation #	Name	Sport	Mode of transport	Arrival details	Arrival accommodation	Special baggage	Wheelchair Mobility advice
<input type="checkbox"/>	2559	Gower, Lucy	Sailing	Air - Scheduled or Commercial Flight	16 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Sailing Village	Details required: <input type="text" value="Edit"/>	No <input type="text" value="Edit"/>
<input checked="" type="checkbox"/>	2567	Green, Peter	Canoe Sprint	Air - Scheduled or Commercial Flight	15 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Rowing & Canoe Sprint Village	Details required: <input type="text" value="Edit"/>	No <input type="text" value="Edit"/>
<input checked="" type="checkbox"/>	2572	Jones, Ruth	Cycling Road	Air - Scheduled or Commercial Flight	16 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Village	Details required: <input type="text" value="Edit"/>	No <input type="text" value="Edit"/>
<input type="checkbox"/>	2574	Reid, Derek	Sailing	Air - Scheduled or Commercial Flight	16 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Sailing Village	Details required: <input type="text" value="Edit"/>	Yes <input type="text" value="Edit"/>
<input type="checkbox"/>	2575	Cobb, Neil	Rowing	Air - Scheduled or Commercial Flight	16 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Rowing & Canoe Sprint Village	Details required: <input type="text" value="Edit"/>	No <input type="text" value="Edit"/>
<input type="checkbox"/>	2576	Granger, Janet	Rowing	Air - Scheduled or Commercial Flight	16 Jul 2012 BA38 BEIJING - LONDON HEATHROW	*Olympic Rowing & Canoe Sprint Village	Details required: <input type="text" value="Edit"/>	No <input type="text" value="Edit"/>

Figure 39: Special baggage

For an individual that has yet to advise their baggage details, the page will display as shown in figure 40:

Data Entry **Tools**

[Home](#) [Manage group bookings](#) **[Manage arrivals](#)** [Manage departures](#) [Games time contact](#) [Search](#) [Reports](#) [Arrival tool](#) [Departure tool](#) [Excel import](#)

Baggage information

Please advise all accompanying baggage.
This can be allocated to a single delegate, or if a representative such as a Team Official is to travel with multiple bags on behalf of a number of delegates, then this is also possible.

Note that wheelchair user and associated baggage information is not recorded here, but from the Manage Arrivals & Departures filter results.

Baggage information for Lucy Gower

☒ Details not yet provided

Please select one of the following options to indicate your baggage:

☐ Standard baggage only (maximum of 2 bags) [?](#)

☐ Additional standard and/or special baggage [?](#)

Figure 40: Adding baggage

9.2

Travelling with standard baggage only

If the individual is travelling with standard baggage only, as per the number of bags displayed (see **7.8 Average pieces of standard baggage**), select option **Standard baggage only**, and then click the **Save** button:

The screenshot shows the 'Baggage information' form in the 'Data Entry' section. The form includes instructions and a note about wheelchair users. Under 'Baggage information for John Smith', there are two radio button options: 'Details not yet provided' and 'Standard baggage only (maximum of 2 bags)'. The 'Standard baggage only' option is selected and circled in red. Below the options are 'Clear', 'Save', and 'Close' buttons.

Figure 41: Adding baggage (b)

9.3

Travelling with additional standard baggage and/or special baggage

If the individual is travelling with additional standard bags such as more than three bags, and/or special baggage, select **Additional standard and/or special baggage**, where a table will display for you to enter details.

The screenshot shows the 'Baggage information' form with the 'Additional standard and/or special baggage' option selected and circled in red. Below this option is a table for entering details. The table has columns for 'Type', 'Quantity', 'Notes', and 'Action'. The first row shows 'Additional Standard' in the 'Type' column. Below the table are 'Clear', 'Save', and 'Close' buttons.

Figure 42: Additional standard and/or special baggage (a)

A drop-down box for **Type** of baggage will display. This list will be appropriate to the individual only, for example, if competing in a Shooting discipline, only the related competition equipment will display as options, (as detailed in figure 42), however if the individual was a Team Assistant, then a choice of all the equipment will be displayed (see figure 43).

The screenshot shows the 'Baggage information' section of a software interface. It includes instructions about baggage allocation and a note about wheelchair users. The 'Baggage information for Marin Rowley' section has two radio buttons: 'Details not yet provided' and 'Please select one of the following options to indicate your baggage:'. The second option is selected. Below this, there are two radio buttons: 'Standard baggage only (maximum of 2 bags)' and 'Additional standard and/or special baggage'. The second option is selected. A 'Type' dropdown menu is open, showing a list of options: 'Additional Standard', 'Additional Standard Oversized', 'Other', 'Shooting Ammunition - Box of', 'Shooting Firearms - 22 Pistol', 'Shooting Firearms - Air Pistol', 'Shooting Firearms - Rifle', and 'Shooting Firearms - Shotgun'. The 'Shooting Firearms - Shotgun' option is highlighted. To the right of the dropdown is a 'Quantity' input field. At the bottom right are 'Clear', 'Save', and 'Close' buttons. At the bottom is a table with columns: 'Type', 'Quantity', 'Notes', and 'Action'.

Figure 43: Related competition equipment

To add additional baggage requirements, select the required **Type**, add the **Quantity** and click the **Save** button (see figure 44).

The screenshot shows the 'Baggage information' section of the same software interface. The 'Additional standard and/or special baggage' radio button is selected. The 'Type' dropdown menu is now closed, and 'Additional Standard' is displayed in the text field. The 'Quantity' input field now contains the number '1'. The 'Save' button at the bottom right is circled. The table at the bottom remains the same with columns: 'Type', 'Quantity', 'Notes', and 'Action'.

Figure 44: Additional standard and/or special baggage (b)

This baggage will then display in the table at the bottom of the page.

Baggage information

Please advise all accompanying baggage. This can be allocated to a single delegate, or if a representative such as a Team Official is to travel with multiple bags on behalf of a number of delegates, then this is also possible.

Note that wheelchair user and associated baggage information is not recorded here, but from the Manage Arrivals & Departures filter results.

Baggage information for Martin Rowley

☐ Details not yet provided

Please select one of the following options to indicate your baggage:

☐ Standard baggage only (maximum of 2 bags)

☒ Additional standard and/or special baggage

Type: Quantity:

Notes:

Type	Quantity	Notes	Action
Additional Standard	1		Edit Delete

Figure 45: Additional standard and/or special baggage (c)

If travelling with large or specialist equipment that is not listed, please select **Oversized** from **Type** drop-down list. Please also advise of the details of this baggage in the **Notes** box, as shown in figure 46.

Baggage information

Please advise all accompanying baggage. This can be allocated to a single delegate, or if a representative such as a Team Official is to travel with multiple bags on behalf of a number of delegates, then this is also possible.

Note that wheelchair user and associated baggage information is not recorded here, but from the Manage Arrivals & Departures filter results.

Baggage information for Martin Rowley

☐ Details not yet provided

Please select one of the following options to indicate your baggage:

☐ Standard baggage only (maximum of 2 bags)

☒ Additional standard and/or special baggage

Type: Quantity:

Notes:

Type	Quantity	Notes	Action
Additional Standard	1		Edit Delete

Figure 46: Oversized baggage

Continue to add any further multiple items, selecting **Save** after each.

Once complete, click on the **Close** button to return to the Manage arrivals/ departures screen (see figure 47).

Baggage information

Please advise all accompanying baggage. This can be allocated to a single delegate, or if a representative such as a Team Official is to travel with multiple bags on behalf of a number of delegates, then this is also possible.

Note that wheelchair user and associated baggage information is not recorded here, but from the Manage Arrivals & Departures filter results.

Baggage information for Martin Rowley

☐ Details not yet provided

Please select one of the following options to indicate your baggage:

☐ Standard baggage only (maximum of 2 bags)

☒ Additional standard and/or special baggage

Type: Quantity:

Notes:

Type	Quantity	Notes	Action
Additional Standard	1	7kg	Edit Delete
Oversized	1	1 book	Edit Delete

Figure 47: Additional standard and/or special baggage (d)

The delegate's special baggage data will now change in the **Manage arrivals** results table to reflect additional information as shown in figure 48.

Accreditation #	Name	Sport	Mode of transport	Arrival details	Arrival accommodation	Special baggage	Wheelchair/Mobility advice
2556	Smith, John			Details required	*Olympic Village	Yes Edit	No Edit
2557	Jones, Michael	Athletics		Details required	*Olympic Village	Details required Edit	Yes Edit
2558	Roberts, Simon	Athletics		Details required	*Olympic Village	Details required Edit	No Edit
2559	Green, Lucy	Sailing	Air Scheduled or Commercial Flight	16 Jul 2012 BASE BEIJING - LONDON HEATHROW	*Olympic Sailing Village	Details required Edit	No Edit
2560	Hudson, Andrew			Details required	*Olympic Village	No Edit	No Edit
2561	Rowley, Martin	Shooting		Details required	*Olympic Village	Yes Edit	No Edit
2562	Taylor, Justin	Rowing		Details required	*Olympic Rowing & Canoe Sprint Village	Details required Edit	No Edit
2563	Miller, Steve	Canoe Sprint		Details required	*Olympic Rowing & Canoe Sprint Village	Yes Edit	No Edit

Figure 48: Additional standard and/or special baggage

10. Wheelchair and mobility advice

Where an individual is a wheelchair user or has restricted mobility, please record details here for transport planning purposes.

Both the special baggage and wheelchair/mobility records are the same for both arrivals and departures. Wheelchair and mobility advice can therefore be edited in either the **Manage arrivals** or **Manage departures** tabs.

Data Entry

Tools

Home

Manage group bookings

Manage arrivals

Manage departures

Games time contact

Search

Reports

Arrival tool

Departure tool

Excel import

Manage Arrivals and Manage Departures, allows delegates to be allocated to a group previously advised via Manage Group Bookings, once their Accreditation Registration has been completed. Details of an individual or individuals travelling by transport not previously advised in Manage Group Bookings, can also be added here as a new booking.

Use the filters below, to search for an individual or group of individuals, and then select the Add Arrival button, to allocate them to a previously entered Group Booking or to create a new booking.

Select Replace Arrival to change a previously allocated individual or group of individuals to an alternate travel plan.
Select Remove Arrival to remove a previously allocated individual or group of individuals from their original travel plan.
Select Edit Accommodation if that displayed is incorrect.

Send Email Form Link allows you to send an email to an individual or group of individuals, requesting that they advise their travel details. This tool enables individuals to enter their travel, baggage and wheelchair details directly.

It is especially important that details of baggage and wheelchair use are advised.
From this page please edit each individual to confirm which special baggage they shall travel with, and confirm details of daily wheelchair use.

Manage Arrivals

Accreditation #
Name
Accreditation sub category
Sport

Arrival date
Flight / Train #
Arrival details
Baggage details

Clear

Search

Add Arrival

Replace Arrival

Remove Arrival

Edit Accommodation

Email link to online form

	Accreditation #	Name	Sport	Mode of transport	Arrival details	Arrival accommodation	Special baggage	Wheelchair/Mobility advice
	2556	Smith, John			Details required	*Olympic Village	Yes Edit	No Edit
	2557	Jones, Michael	Athletics		Details required	*Olympic Village	Details required Edit	No Edit
	2558	Rogers, Simon	Athletics		Details required	*Olympic Village	Details required	No Edit

Figure 49: Wheelchair/Mobility advice (a)

Use the filters to search for individuals or groups of individuals.

Under the **Wheelchair/Mobility advice** user column, the results display as follows (in bold):

Yes – details required = advised as a wheelchair user within accreditation registration, and details remain to be advised

Yes = confirmed to be a wheelchair user and/or have restricted mobility and details advised

No = confirmed not to be a wheelchair user and/or have restricted mobility

Arrivals and Departures system user guide 43

Locate the required individual and click on **Edit** in the **Wheelchair/Mobility advice user column** (see figure 50).

Manage Arrivals

Accreditation #

Name

Accreditation sub category

Sport

Arrival date

Flight / Train #

Arrival details

Baggage details

Accreditation #	Name	Sport	Mode of transport	Arrival details	Arrival accommodation	Special baggage	Wheelchair/Mobility advice
2555	Smith, John			Details required	*Olympic Village	Yes <input type="button" value="Edit"/>	No <input type="button" value="Edit"/>

Total records: 1

Figure 50: Wheelchair/Mobility advice information (b)

The following page, as shown in figure 51, is then displayed:

Data Entry **Tools**

Home Manage group bookings **Manage arrivals** Manage departures Games time contact Search Reports Arrival tool Departure tool Excel import

Wheelchair Information

For all wheelchair users, please advise the following

Wheelchair information for John Smith

Day use Type Quantity

Where known Manufacturer Product

Transferable

For Athletes, please advise any ADDITIONAL competition wheelchairs that shall be travelling with the individual

Competition use Type Quantity

Mobility Information

Please advise if you have a visual or mobility impairment or are unable to stand for long periods of time

Figure 51: Wheelchair and Mobility advice data entry page

10.1

Day use wheelchair advice

Firstly select the **Type** of Day use wheelchair, choosing from **Manual** or **Electric** and enter the **Quantity**.

This will be the wheelchair that the delegate is travelling in.

The screenshot shows a web-based form for entering wheelchair information. The form is divided into sections: 'Wheelchair Information', 'Competition use', and 'Mobility Information'. The 'Day use' section is highlighted with a red oval, showing 'Type' as 'Electric' and 'Quantity' as '1'. The 'Mobility Information' section also has a red oval around the 'Yes' dropdown. The form includes a 'Save' button and a 'Close' button at the bottom right.

Figure 52: Type of day use wheelchair

Once the data is changed to advise that they are a wheelchair user by the entering of **Day use** data, the mobility information automatically changes to 'Yes' to advise that the delegate has a mobility impairment.

10.2

Electric wheelchair manufacturer advice

LOCOG are working with airlines at London Heathrow Airport to ensure the superior handling of electric wheelchairs. Each will be given specific information on how to handle each type of chair (including volumetric measurements, weight, what parts are removable and how, how the chair should be secured in the hold) enabling them to plan for the hold area of the aircraft more effectively. Whilst not mandatory, organisations are requested to advise the manufacturer and product type for electric wheelchairs from the list provided. Note that the product list is determined after first selecting the manufacturer (see figure 53).

Wheelchair Information

For all wheelchair users, please advise the following

Wheelchair information for John Smith

Day use Type Electric Quantity 1

Where known Manufacturer Advanced Vehicle Concepts Product

Transferable

For Athletes, please advise any ADDITIONAL competition wheelchairs that shall be travelling with the individual

Competition use Type Quantity

Mobility information

Please advise if you have a visual or mobility impairment or are unable to stand for long periods of time Yes

Save Close

Figure 53: Advise of electric wheelchair manufacturer and product

10.3

Preference for individual transport transfers

Select a drop-down option from the **Transferable** option if the individual would prefer to transfer to a vehicle seat for onward transport to accommodation (**Yes**), or remain in their wheelchair (**No**), (see figure 54).

Wheelchair Information

For all wheelchair users, please advise the following

Wheelchair information for John Smith

Day use Type Electric Quantity 1

Where known Manufacturer Advanced Vehicle Concepts Product

Transferable Yes

For Athletes, please advise any ADDITIONAL competition wheelchairs that shall be travelling with the individual

Competition use Type Quantity

Mobility information

Please advise if you have a visual or mobility impairment or are unable to stand for long periods of time Yes

Save Close

Figure 54: Transferable wheelchair information

10.4

Competition wheelchairs

Should the individual be a competing athlete, enter details of any additional wheelchairs to be used in competition that are travelling with the delegate. Select the **Type** of **Competition use** wheelchair, and enter the **Quantity** (see figure 55).

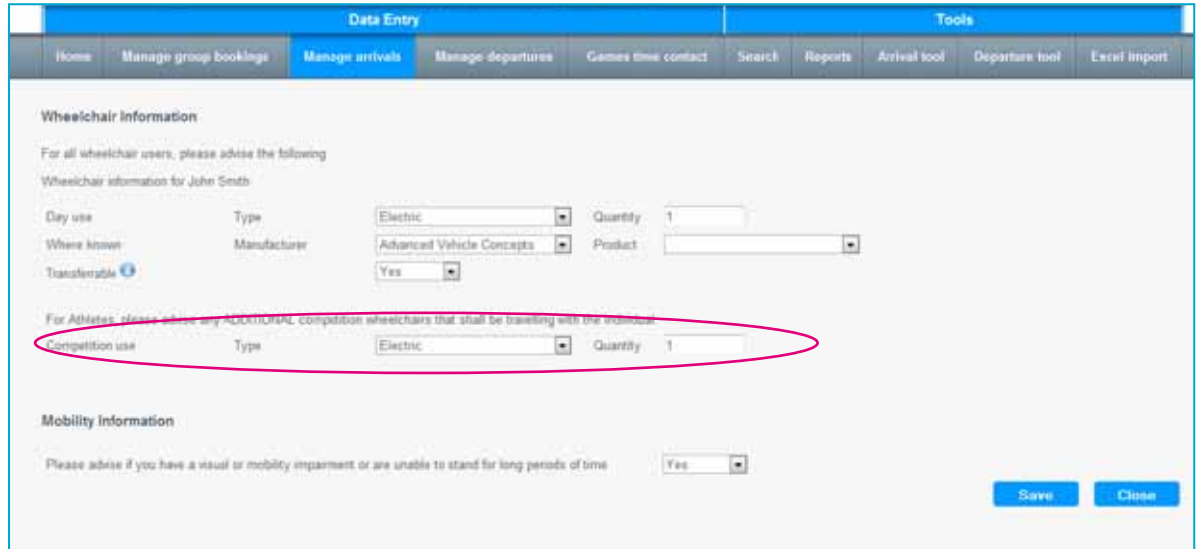


Figure 55: Competition use wheelchairs

10.5

Mobility information

Where a delegate has a visual or mobility impairment, or are unable to stand for long periods of time, please select **Yes**.

If the delegate has been advised as a wheelchair user then this will default to **Yes** automatically.

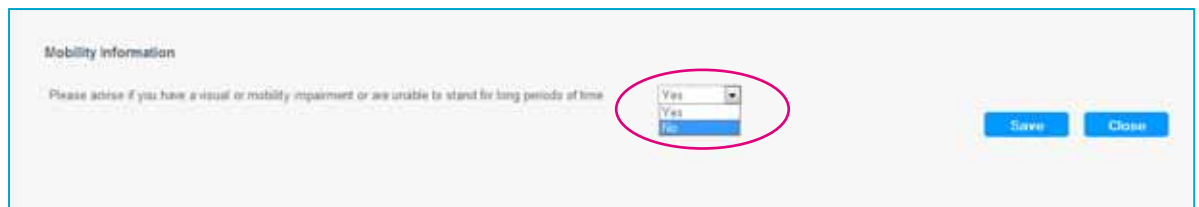


Figure 56: Mobility information

When complete, click the **Save** button and you will return back to the **Manage Arrivals/Departures** screen.

The delegate's wheelchair user and/or mobility advice now updates in the results table to reflect the changes (see figure 57).

Manage Arrivals and Manage Departures, allows delegates to be allocated to a group previously advised via Manage Group Bookings, once their Accreditation Registration has been completed. Details of an individual or individuals travelling by transport not previously advised in Manage Group Bookings, can also be added here as a new booking. Use the filters below, to search for an individual or group of individuals, and then select the Add Arrival button, to allocate them to a previously entered Group Booking or to create a new booking. Select Replace Arrival to change a previously allocated individual or group of individuals to an alternate travel plan. Select Remove Arrival to remove a previously allocated individual or group of individuals from their original travel plan. Select Edit Accommodation if that displayed is incorrect. Send Email Form Link allows you to send an email to an individual or group of individuals, requesting that they advise their travel details. This tool enables individuals to enter their travel, baggage and wheelchair details directly. It is especially important that details of baggage and wheelchair use are advised. From this page please edit each individual to confirm which special baggage they shall travel with, and confirm details of daily wheelchair use.

Manage Arrivals

Accreditation #

Name

Accreditation sub category

Spot

Arrival date

Flight / Train #

Arrival details

Baggage details

[Clear](#) [Search](#)

[Add Arrival](#) [Replace Arrival](#) [Remove Arrival](#) [Edit Accommodation](#) [Email link to online form](#)

Accreditation #	Name	Spot	Mode of transport	Arrival details	Arrival accommodation	Special baggage	Wheelchair / Mobility advice
2556	Smith, John			Details required	*Olympic Village	Yes Edit	Yes Edit
2557	Jones, Michael	Athletics		Details required	*Olympic Village	Details required Edit	Yes Edit
2558	Rogers, Simon	Athletics		Details required	*Olympic Village	Details required Edit	No Edit

Figure 57: Updated wheelchair user and restricted mobility information

11. Email link to online form

Email link to online form allows you to send an email to an individual or group of individuals, requesting that they complete their travel details within an online form.

A personalised email is sent from the person responsible for the arrivals and departures data, with a link to the internet, taking them to an area of the ADS where they can complete any outstanding data directly themselves.

This is particularly useful if the person responsible for the data does not know what baggage the delegate(s) will be travelling with or their wheelchair user and/or restricted mobility information.

Please note that an individual can only enter their data on one occasion.

11.1

Request that online form be completed

From either the **Manage arrivals** or **Manage departures** tabs, select which individual or number of individuals you wish to send the same message to, and then select the **Email link to online form** button (as shown in figure 58).

The screenshot displays the 'Manage arrivals' tab in a web application. At the top, there is a navigation bar with tabs: Home, Manage group bookings, **Manage arrivals**, Manage departures, Games time contact, Search, Reports, Arrival tool, Departure tool, and Excel import.

Below the navigation bar, there is a section titled 'Manage Arrivals and Manage Departures' with instructions on how to use the system. It explains that delegates can be allocated to a group previously advised via Manage Group Bookings, and that details of an individual or individuals traveling by transport not previously advised can also be added here as a new booking. It also provides instructions on how to search for an individual or group of individuals, and then select the Add Arrival button, to allocate them to a previously entered Group Booking or to create a new booking. It further explains how to select Replace Arrival to change a previously allocated individual or group of individuals to an alternate travel plan, Select Remove Arrival to remove a previously allocated individual or group of individuals from their original travel plan, and Select Edit Accommodation if that displayed is incorrect. It also mentions that Send Email Form Link allows you to send an email to an individual or group of individuals, requesting that they advise their travel details. This tool enables individuals to enter their travel, baggage and wheelchair details directly. It is especially important that details of baggage and wheelchair use are advised. From this page please edit each individual to confirm which special baggage they shall travel with, and confirm details of daily wheelchair use.

Below the instructions, there is a 'Manage Arrivals' section with search filters. The filters include: Accreditation #, Name, Accreditation sub category, Sport, Arrival date, Flight / Train #, Arrival details, and Baggage details. There are 'Clear' and 'Search' buttons at the bottom right of the filter section.

Below the search filters, there is a row of action buttons: Add Arrival, Replace Arrival, Remove Arrival, Edit Accommodation, and **Email link to online form** (which is circled in red). Below the buttons is a table with the following columns: Accreditation #, Name, Sport, Mode of transport, Arrival details, Arrival accommodation, Special baggage, and Wheelchair Mobility advice. The table contains three rows of data, each with a circled icon in the first column.

Accreditation #	Name	Sport	Mode of transport	Arrival details	Arrival accommodation	Special baggage	Wheelchair Mobility advice
2556	Smith, John			Details required	*Olympic Village	Yes Edit	Yes Edit
2557	Jones, Michael	Athletics		Details required	*Olympic Village	Details required Edit	No Edit
2558	Rogers, Simon	Athletics		Details required	*Olympic Village	Details required Edit	No Edit

Figure 58: Email link to online form

The screen as per figure 59 will then display:

Accreditation #	Name	Sport	Email address
2554	Smith, John		jhsamc@btmail.com
2558	Gower, Lucy	Sailing	Stephanie.Archer@london2012.co.uk
2576	Granger, Janet	Rowing	jane44granger@hotmail.com
2582	Roeley, Martin	Shooting	
2575	Cetti, Neil	Rowing	
2574	Boland, Derek	Sailing	

Email from address: stephanearcher@hotmail.co.uk

Email from name: Stephanie Archer

Subject:

Body:

Greeting: Dear [First name (automatically inserted)]

Figure 59: Email link to online form request page

Supply an email address for each individual, and then complete the **Subject** text.

Complete the message **Body** with a request that the individual or group of individuals enter their travel, baggage, wheelchair and mobility details, as required.

The page includes guidance text, as below, that can be copied and pasted into the message **Body** to help explain the purpose of the link and how to use it.

'Please follow the link to the London 2012 Arrivals and Departures System and complete your travel, wheelchair and mobility details, where requested to do so.

Note that the link is to be used only once, so please have your travel itinerary to hand, when proceeding to the link.'

The first name of the individual is automatically included in the **Greeting text**, so does need not be added.

Once complete, select the **Send Emails** button.

Email link to online form

Sent Email Form Link allows you to send an email to an individual or group of individuals, requesting that they complete their travel details directly within the system. Complete the fields below, with a request to enter their travel, baggage, wheelchair and mobility details as required.

Please note that an individual can only enter their data on one occasion.

The following text should be used as guidance when creating the email to users containing the link to the online form. This helps explain the purpose of the link and how to use it.

"Please follow the link to the London 2012 Arrivals and Departures System and complete your travel, wheelchair and mobility details, where requested to do so. Note that the link is to be used only once, so please have your travel itinerary to hand, when proceeding to the link."

Accreditation #	Name	Sport	Email address
1200002	Smith, John		jhsunmth@hotmail.com
1200003	Gower, Lucy	Sailing	Stephane.Archer@london2012.co.uk
1200004	Granger, Janet	Rowing	janet44granger@hotmail.com
1200005	Rosley, Martin	Shooting	
1200006	Cott, Neil	Rowing	
1200007	Butland, Derek	Sailing	

Email from address: stephane.archer@hotmail.co.uk

Email from name: Stephane Archer

Subject:

Body:

Greeting: Dear [First name (automatically inserted)]

Message: Please follow the link to the London 2012 Arrivals and Departures System and complete your travel, wheelchair and mobility details, where requested to do so. Note that the link is to be used only once, so please have your travel itinerary to hand, when proceeding to the link.

A personalised link will be automatically inserted at the bottom of the email.

Send Emails **Cancel**

Figure 60: Completed email link to online form

A message will display showing the progress of the email(s) being sent, followed by a confirmation that the email(s) have been sent (see figure 61 below).

Arrivals and Departures

Data Entry **Tools**

Home Manage group bookings **Manage arrivals** Manage departures Games time contact Search Reports Arrival tool Departure tool Excel import

Email link to online form

Emails have been sent!

Figure 61: Confirmation of emails sent

11.2

Completing the email link to online form by an individual

Once the **Email link to online form** has been sent, the individual will receive an email that details the text supplied, and the link to the ADS, as shown in figure 62.



Figure 62: Example email

Once they select the link, they will be taken directly to a number of online screens to fill in their travel details.

If data has already been entered into the ADS, such as travel details, then they will not be requested to provide this data.

12. Games-time contact

The Games-time contact is the person that will be responsible for your organisation's arrivals and departures data during the period of the Games. Details of how they are to be contacted should be available here. LOCOG will use these contact details if there are any queries about your data that could impact on your service if unresolved.

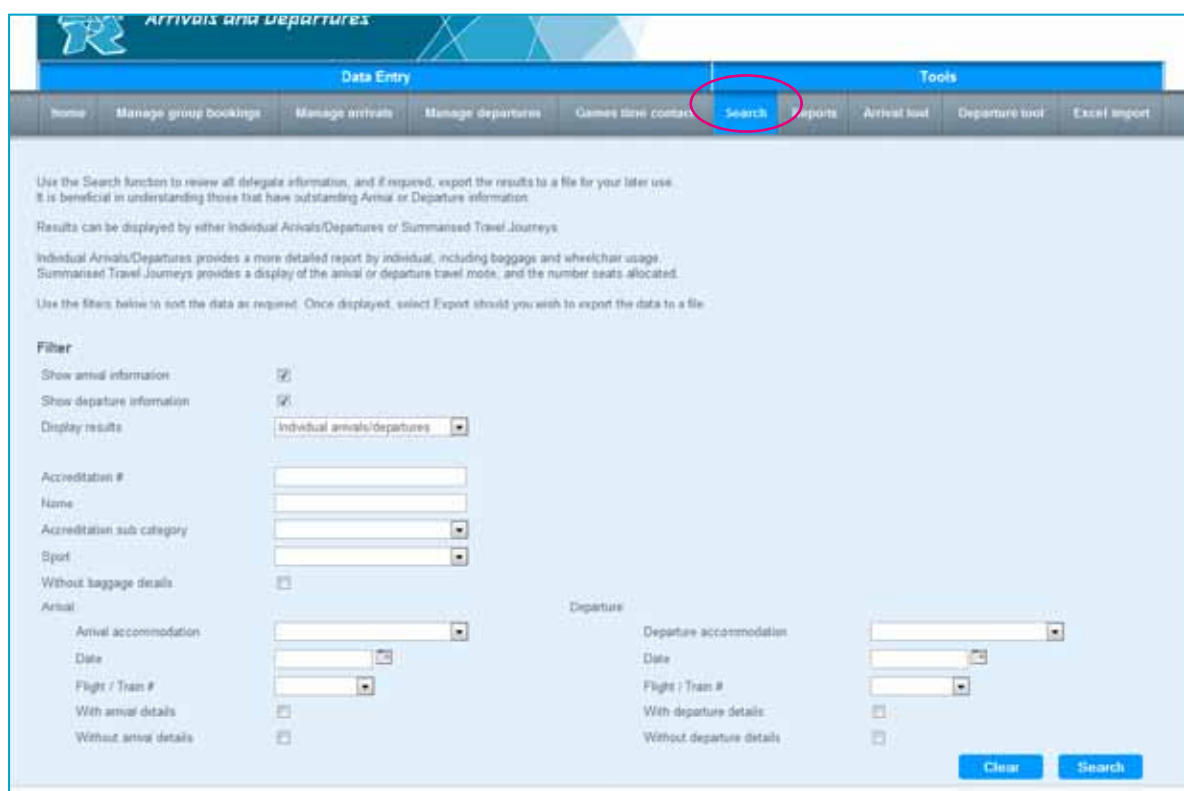
The details for the Games-time contact default in the system to that of the ADS User Account holder. If the contact during Games-time will be different to that of the ADS User Account holder, please change the details.

The image is a screenshot of a web application titled "Arrivals and Departures". It features a navigation bar with tabs: "Home", "Manage group bookings", "Manage arrivals", "Manage departures", "Games time contact" (which is highlighted), "Search", "Reports", "Arrival tool", "Departure tool", and "Excel import". Below the navigation bar, there is a section titled "Please advise contact details for a central point of contact, whom shall be responsible for Arrival and Departure data during the period of the Games". Under this section, there is a sub-header "Olympic period contact" and three input fields: "Onsite contact name" with the value "Ranjit Plaha", "Contact telephone number" with the value "123456789", and "Email address" with the value "Ranjit.Plaha@2012.com". A "Save" button is located at the bottom right of the form. A red oval is drawn around the "Olympic period contact" section.

Figure 63: Games-time point of contact

13. Search

The search feature is available for you to review the data entered into the system. No changes can be made here, it is a tool for reviewing data only.



ARRIVALS AND DEPARTURES

Data Entry | **Tools**

home | Manage group bookings | Manage arrivals | Manage departures | Games time contact | **Search** | Reports | Arrival tool | Departure tool | Excel import

Use the Search function to review all delegate information, and if required, export the results to a file for your later use. It is beneficial in understanding those that have outstanding Arrival or Departure information.

Results can be displayed by either Individual Arrivals/Departures or Summarised Travel Journeys.

Individual Arrivals/Departures provides a more detailed report by individual, including baggage and wheelchair usage. Summarised Travel Journeys provides a display of the arrival or departure travel mode, and the number seats allocated.

Use the filters below to sort the data as required. Once displayed, select Export should you wish to export the data to a file.

Filter

Show arrival information ☒

Show departure information ☒

Display results: Individual arrivals/departures

Accreditation #

Name

Accreditation sub category

Sport

Without baggage details ☐

Arrival

Arrival accommodation

Date

Flight / Train #

With arrival details ☐

Without arrival details ☐

Departure

Departure accommodation

Date

Flight / Train #

With departure details ☐

Without departure details ☐

Clear **Search**

Figure 64: Search

Use the **Display results** drop-down menu to sort and display the records.

Individual arrivals/departures option displays the results by individual.

Summarised travel journeys option displays the results by mode of travel, and the quantity of delegates using this method of travel.

Further filters can be used to search records, if no filters are selected then all records will display after pressing the **Search** button.

13.1

Individual arrivals/departures

When results are displayed as **Individual arrivals/departures** (see figure 65), in addition to viewing the records on the screen, it is possible to export the results to a Microsoft Excel file.

Search filters and results table:

Accreditation #	Name	Sport	Arrival details	Departure details	Arrival accommodation	Departure accommodation	Baggage	Wheelchair
2556	Smith, John		No Details Yet	No Details Yet	*Olympic Village	*Olympic Village	Special Baggage	Information Recorded
2557	Jonas, Michael	Athletics	No Details Yet	No Details Yet	*Olympic Village	*Olympic Village	Details Required	Not Required
2558	Rogers, Simon	Athletics	No Details Yet	No Details Yet	*Olympic Village	*Olympic Village	Details Required	Not Required
2559	Gower, Lucy	Bailing	15 Jul 2012 1100 BAILL LONDON HEATHROW	No Details Yet	*Olympic Bailing Village	*Olympic Bailing Village	Details Required	Not Required
2561	Hickson, Andrew		No Details Yet	No Details Yet	*Olympic Village	*Olympic Village	No Special Baggage	Not Required

Figure 65: Individual arrivals/departure Search results

Use the filters to search for the records required to export, select the relevant records and click on **Export**. See figure 66:

Show arrival information

☒

Show departure information

☒

Display results

Individual arrivals/departures

Accreditation #

Name

Accreditation sub category

AA - ATHLETES

Sport

Without baggage details

☐

Arrival

Arrival accommodation

Date

Flight / Train #

With arrival details

☐

Without arrival details

☐

Departure

Departure accommodation

Date

Flight / Train #

With departure details

☐

Without departure details

☐

Clear

Search

Detailed Results

Export

	Accreditation #	Name	Sport	Arrival details	Departure details	Arrival accommodation	Departure accommodation	Baggage	Wheelchair
<input checked="" type="checkbox"/>	2557	Jones, Michael	Athletics	No Details Yet	No Details Yet	*Olympic Village	*Olympic Village	Details Required	Not Required
<input checked="" type="checkbox"/>	2558	Regan, Simon	Athletics	No Details Yet	No Details Yet	*Olympic Village	*Olympic Village	Details Required	Not Required
<input checked="" type="checkbox"/>	2559	Gower, Lucy	Sailing	15 Jul 2012 1500 BA38 LONDON HEATHROW	No Details Yet	*Olympic Sailing Village	*Olympic Sailing Village	Details Required	Not Required
<input checked="" type="checkbox"/>	2562	Rowley, Martin	Shooting	No Details Yet	No Details Yet	*Olympic Village	*Olympic Village	Special Baggage	Not Required
<input checked="" type="checkbox"/>	2563	Taylor, Justin	Rowing	No Details Yet	No Details Yet	*Olympic Rowing & Canoe Sprint Village	*Olympic Rowing & Canoe Sprint Village	Details Required	Not Required

Figure 66: Exporting individual arrivals/departures results to a Microsoft Excel file.

A window will pop up for you to open or save the Excel file (see figure 67).

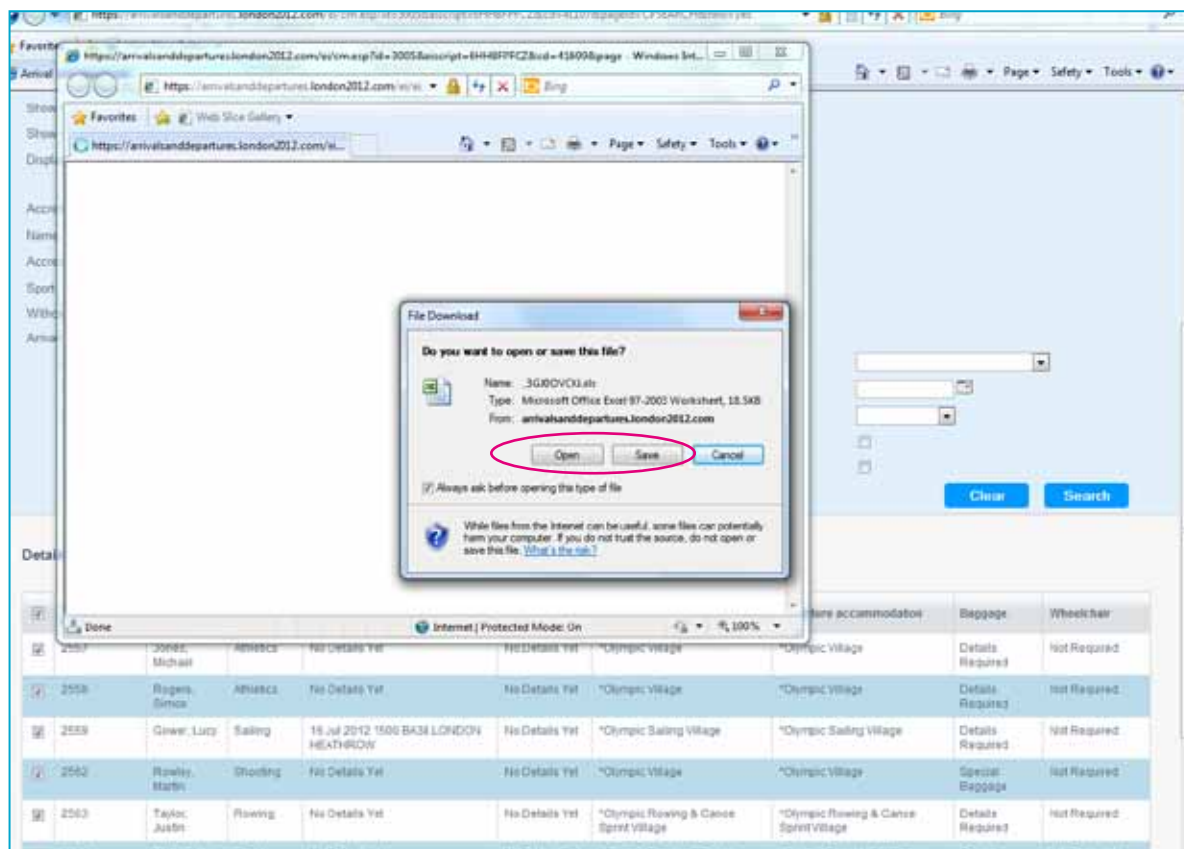


Figure 67: Exporting individual arrivals/departures - open or save to file.

Choose either **Open** or **Save**, and the results will then display as shown in the example in figure 68.

Reg No.	Name	Sport	Arrival Details	Departure Details	Arrival Accommodation	Departure Accommodation	Luggage
2557	Jones, Michael	Athletics	No Details Yet	No Details Yet	*Olympic Village	*Olympic Village	Details Required
2558	Rogers, Simon	Athletics	No Details Yet	No Details Yet	*Olympic Village	*Olympic Village	Details Required
2559	Green, Lucy	Sailing	16 Jul 2012 1500 BA38 LONDON HEATHROW	No Details Yet	*Olympic Sailing Village	*Olympic Sailing Village	Details Required
2560	Rowley, Martin	Shooting	No Details Yet	No Details Yet	*Olympic Village	*Olympic Village	Special Baggage
2561	Taylor, Justin	Rowing	No Details Yet	No Details Yet	*Olympic Rowing & Canoe Sprint Village	*Olympic Rowing & Canoe Sprint Village	Details Required
2562	Miller, Stacy	Canoe Sprint	No Details Yet	No Details Yet	*Olympic Rowing & Canoe Sprint Village	*Olympic Rowing & Canoe Sprint Village	Special Baggage
2563	Green, Peter	Cycling Road	16 Jul 2012 1500 BA38 LONDON HEATHROW	No Details Yet	*Olympic Rowing & Canoe Sprint Village	*Olympic Rowing & Canoe Sprint Village	Details Required
2564	Jones, Ruth	Sailing	16 Jul 2012 1500 BA38 LONDON HEATHROW	No Details Yet	*Olympic Sailing Village	*Olympic Sailing Village	Details Required
2565	Reed, David	Sailing	16 Jul 2012 1500 BA38 LONDON HEATHROW	No Details Yet	*Olympic Sailing Village	*Olympic Sailing Village	Details Required
2566	Cott, Neil	Rowing	16 Jul 2012 1500 BA38 LONDON HEATHROW	No Details Yet	*Olympic Rowing & Canoe Sprint Village	*Olympic Rowing & Canoe Sprint Village	Details Required
2567	Granger, Janet	Rowing	16 Jul 2012 1500 BA38 LONDON HEATHROW	No Details Yet	*Olympic Rowing & Canoe Sprint Village	*Olympic Rowing & Canoe Sprint Village	Details Required

Figure 68: Exporting individual arrivals/departures results in Microsoft Excel file.

13.2

Summarised travel journeys

If you display results as **Summarised travel journeys**, further details of who will be travelling can be displayed by selecting the appropriate records under the **Seats allocated** column (see figure 69).

Filter

Show arrival information

☒

Show departure information

☒

Display results

Summarised travel journeys

Accreditation #

Name

Accreditation sub category

Sport

Without baggage details

☐

Arrival

Arrival accommodation

Date

Flight / Train #

With arrival details

☐

Without arrival details

☐

Departure

Departure accommodation

Date

Flight / Train #

With departure details

☐

Without departure details

☐

Clear

Search

Summary Results

Departure			Arrival					
Date	Port	Time	Date	Port	Time	Carrier	Flight/Train #	Seats allocated
16 Jul 2012	BEIJING	1115	16 Jul 2012	LONDON HEATHROW	1500	BRITISH AIRWAYS	BA38	12

Figure 69: Summarised travel journeys (a)

Once the number is selected, details of who will be travelling will display in a pop-up window (see figure 70).

Arrival and departures - Windows Internet Explorer

BA38 BRITISH AIRWAYS
16/07/2012 1115 BEIJING - 16/07/2012 1500 LONDON HEATHROW

Reg No.	Name	Sport	Accommodation	Baggage	Wheelchair
2574	Boland, Derek	Sailing	*Olympic Sailing Village	Details Required	Details required
2575	Cobb, Neil	Rowing	*Olympic Rowing & Canoe Sprint Village	Details Required	Not required
2576	Gower, Lucy	Sailing	*Olympic Sailing Village	Details Required	Not required
2579	Granger, Janet	Rowing	*Olympic Rowing & Canoe Sprint Village	Details Required	Not required
2581	Green, Peter	Canoe Sprint	*Olympic Rowing & Canoe Sprint Village	Details Required	Not required
2582	Jones, Michael	Athletics	*Olympic Village	Details Required	Not required
2572	Jones, Ruth	Cycling Road	*Olympic Village	Details Required	Not required
2584	Milne, Steve	Canoe Sprint	*Olympic Rowing & Canoe Sprint Village	Details Required	Not required
2586	Rogers, Simon	Athletics	*Olympic Village	Details Required	Not required
2582	Roscoe, Martin	Shooting	*Olympic Village	Details Required	Not required
2583	Taylor, Justin	Rowing	*Olympic Rowing & Canoe Sprint Village	Details Required	Not required

Done

Internet | Protected Mode On

Without baggage details

Arrival: Arrival accommodation: [dropdown], Date: [calendar], Flight / Train #: [dropdown]

Departure: Departure accommodation: [dropdown], Date: [calendar], Flight / Train #: [dropdown]

Figure 70: Summarised travel journeys (b)

Once finished, simply close the pop-up window.

14. Reports

Reports are available to display on the system and then save in a pdf format on your computer.

A number of reports are available, including:

Travel Summary – All Travel = Includes both arrivals and departures information for selected records

Travel Summary – Arrivals = Includes arrivals information for selected records only

Travel Summary – Departures = Includes departure information for selected records only

Use the filters to select a specific delegate or number of delegates, and then choose from the selection of reports available at the bottom of the page.

Select **Start** when ready to view the report.

Reports are available to print or save as a file.

Use the filters to sort the data, and then select one of the reports and then Start. The report then displays in a separate window, which can then be printed or saved as a file.

Filter

Accreditation #

Time

Accreditation sub category **AA - ATHLETES**

Sport

Arrival

Arrival accommodation

Date

Center

Flight / Train #

Without arrival details ☐

Departure

Departure accommodation

Date **12 Aug 2012**

Center

Flight / Train #

Without departure details ☐

Clear

Reports

☐ Travel Summary - All Travel

☐ Travel Summary - Arrivals

☒ Travel Summary - Departures

Start

Figure 71: Reports

15. Arrival tool and Departure tool

The **Arrival tool** and **Departure tool** are available to help Responsible Organisations in preparing for their delegates' travel through the airport, Eurostar train station or to their accommodation. The tool provides details of your delegation by time of day and/or by port. Based on this information, you are able to plan for your delegations' arrivals and departures, such as making a team member available in the appropriate Heathrow baggage hall at the expected arrival time for a main delegation.

Use the filters to select a date and/or a port or accommodation.

A table will then display all travel in 30-minute intervals. In the example below, two arrivals are expected on 17 July 2012, arriving into London Heathrow, with accommodation at the Sailing Village. Figure 72 shows them arriving between 07:00 and 07:29.

The Arrival and Departure Tool is useful during Games time to prepare for delegate arrival and departures.

Use the filters below to display details of your delegates arrival records by date.

The results display the number of delegates by every 30 minute period. Detail of their travel, baggage and if a wheelchair user is further displayed by selecting the number displayed under the Arrivals column.

Arrival tool

Date: 17 Jul 2012

Airport terminal / Railway station: LONDON HEATHROW - 5

Accommodation: [dropdown]

Show Arrivals

Flight / Train arrival time	Arrivals
0000 - 0030	0
0030 - 0059	0
0100 - 0129	0
0130 - 0159	0
0200 - 0229	0
0230 - 0259	0
0300 - 0329	0
0330 - 0359	0
0400 - 0429	0
0430 - 0459	0
0500 - 0529	0
0530 - 0559	0
0600 - 0629	0
0630 - 0659	0
0700 - 0729	0
0730 - 0759	2
0800 - 0829	0

Figure 72: Arrival tool

If you were to then select '2' from the above example, a further window displays which shows who the individuals are and their travel, baggage and wheelchair user details.

Accreditation #	Name	Sport	Arrival details	Accommodation	Baggage	Wheelchair
2557	Jones, Michael	Athletics	16/07/2012 1500 BA38 LONDON HEATHROW	Olympic Village	Details Required	Not Required
2558	Rogers, Simon	Athletics	16/07/2012 1500 BA38 LONDON HEATHROW	Olympic Village	Details Required	Not Required
2559	Gower, Lucy	Sailing	16/07/2012 1500 BA38 LONDON HEATHROW	Olympic Sailing Village	Details Required	Not Required
2559	Gower, Lucy	Sailing	16/07/2012 1500 BA38 LONDON HEATHROW	Olympic Sailing Village	Details Required	Not Required
2562	Rosley, Martin	Shooting	16/07/2012 1500 BA38 LONDON HEATHROW	Olympic Village	Special Baggage	Not Required
2563	Taylor, Justin	Rowing	16/07/2012 1500 BA38 LONDON HEATHROW	Olympic Rowing & Canoe Sprint Village	Details Required	Not Required
2564	Miller, Stacy	Canoe Sprint	16/07/2012 1500 BA38 LONDON HEATHROW	Olympic Rowing & Canoe Sprint Village	Special Baggage	Not Required
2567	Green, Peter	Canoe Sprint	16/07/2012 1500 BA38 LONDON HEATHROW	Olympic Rowing & Canoe Sprint Village	Details Required	Not Required
2567	Green, Peter	Canoe Sprint	16/07/2012 1500 BA38 LONDON HEATHROW	Olympic Rowing & Canoe Sprint Village	Details Required	Not Required
2572	Jones, Ruth	Cycling Road	16/07/2012 1500 BA38 LONDON HEATHROW	Olympic Village	Details Required	Not Required
2572	Jones, Ruth	Cycling Road	16/07/2012 1500 BA38 LONDON HEATHROW	Olympic Village	Details Required	Not Required
2574	Botland, Derek	Sailing	16/07/2012 1500 BA38 LONDON HEATHROW	Olympic Sailing Village	Details Required	Information Recorded
2574	Botland, Derek	Sailing	16/07/2012 1500 BA38 LONDON HEATHROW	Olympic Sailing Village	Details Required	Information Recorded
2575	Cobb, Neil	Rowing	16/07/2012 1500 BA38 LONDON HEATHROW	Olympic Rowing & Canoe Sprint Village	Details Required	Not Required
2575	Cobb, Neil	Rowing	16/07/2012 1500 BA38 LONDON HEATHROW	Olympic Rowing & Canoe Sprint Village	Details Required	Not Required
2576	Granger, Janet	Rowing	16/07/2012 1500 BA38 LONDON HEATHROW	Olympic Rowing & Canoe Sprint Village	Details Required	Not Required
2576	Granger, Janet	Rowing	16/07/2012 1500 BA38 LONDON HEATHROW	Olympic Rowing & Canoe Sprint Village	Details Required	Not Required

Figure 73: Arrival tool detail

When finished, simply close the window.

16. Excel import

For those wanting to provide their complete arrival and departure details in Microsoft Excel, such as Zeus users, an Excel template of the fields required can be downloaded from the link within the ADS.

Please follow the instructions on the first tab within the Excel file, on how to complete your data, noting the baggage advice requirements.

Once complete, the whole file is to be emailed to A&D@london2012.com for LOCOG to upload on your behalf.

As explained in the instructions within the spreadsheet template, all delegate records, not only changes and additions, are to be provided to LOCOG, this ensures that there are no mismatches with individual records.

An email will follow your submission of information to confirm it has been successfully uploaded.

17. Logging out of the Arrivals and Departures System (ADS)

You can logout of the system at any time by selecting **Logout** in the top right-hand corner of the system. See figure 74 below.

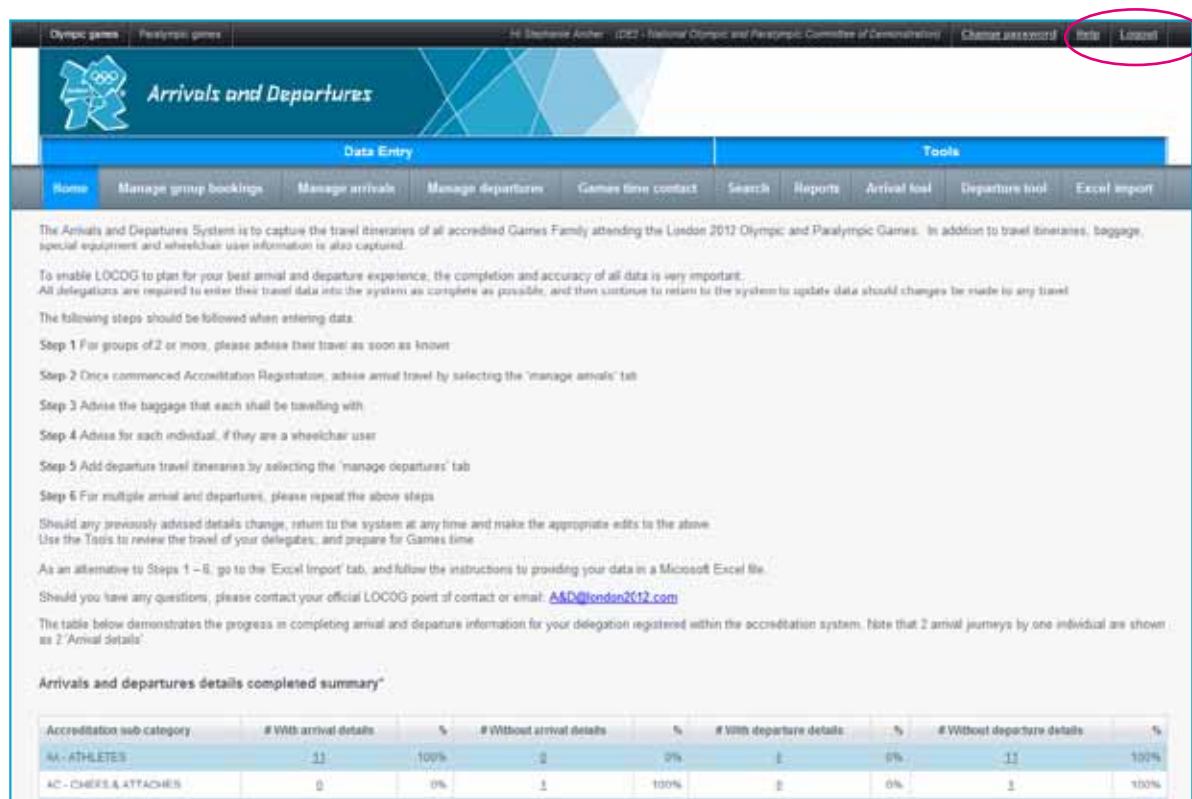


Figure 74: Logout

18. Further information

If you require any further information or help using the Arrivals and Departure System, please email the Arrivals and Departures team at A&D@london2012.com

Thank you

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